



Job posting – E-Commerce Coordinator – May 2022

WITS Programs Foundation (WPF) is a charitable non-profit society that created and provides Canada's national bullying-prevention programs WITS & DIRE, new program Canadian Kindness Leaders, organizes Pink Shirt Day activities, and more. We are seeking an E-Commerce Coordinator to help manage the delivery of our impactful programs. We hire based on the person who is the right fit, and we want to find the best match between our range of needs and what prospective employees can offer. Find out more about the WITS Programs Foundation at www.witsprogram.ca

Job Title: E - Commerce Coordinator

Job Location: Victoria, British-Columbia, 50% or more in our Esquimalt office in normal times, mostly or entirely work from home during health restrictions.

Job Description:

Reporting to the Executive Director, the E-Commerce Program Coordinator is responsible for coordinating WPF online resources. This position is the hub between the online customer experience and shipping. We are looking for someone both technically savvy and with good customer relations skills.

This position involves:

- Customer Service - assisting schools with online accounts and program purchasing
- Preparing quotes, processing payments, and arranging for orders
- Database monitoring & input
- Inventory management
- Collaborate on educational materials development & improvements
- Web site editing

Other aspects include program reporting, basic project management, research as needed, and potentially directing some contractors and/or volunteers.

Desired Qualifications and Skills:

- 3 years of related experience or equivalent combination of education and experience in customer service and online ordering.
- Excellent working knowledge of current technology and systems including Excel, Asana, WordPress, WooCommerce, Google Analytics and CRMs
- Strong interpersonal, time management and problem-solving skills
- Ability to communicate effectively both orally and in written communication
- Ability to work independently and as a member of a team.
- Knowledge of elementary school environments and challenges
- Demonstrated ability to research
- Bilingual in English and French an asset

If you think you are a good fit for our organization, let us know! WPF is an equal opportunity employer, based on inclusion, cooperation, and open communication. We strive to provide the flexibility necessary for our staff to perform at their best.

The final job description will be a combination of task descriptions based on the person who is the right fit: we will also consider other areas where you excel. We are a small and growing organization. In this work environment it is important for all team members to help develop policies and procedures, and to do whatever is necessary, sometimes shifting gears quickly. Through it all, a passion for kindness is essential.

WPF has employee benefits, flexible hours, work-from-home options, and good feelings from having such a worthwhile job.

Compensation: \$26 - \$30 per hour based on skills and experience. Benefits package available after six months' probation.

Start Date: negotiable, likely mid-May 2022

Term: After a 3-month probation, this position is permanent at 30-35 hours per week and the number of hours per day is flexible.

Apply by sending in your resume and cover letter to:

Andy Telfer, Executive Director exec@witsprogram.ca

Closing date: 4 PM, Monday May 2, 2022