

jERUniversity Co-operative Society Job Description

Position: Online Dept Technical Assistant **Dept:** Online (20) **Status:** PT **Opening #:** 1

Work Schedule: 20 hrs/week, more as needed. **Starting pay range for position:** \$12.50/hr

Entry Qualifications

Required Education and/or Experience: High school diploma or GED. Some college preferred. Previous Web Order/Online fulfillment experience helpful. Experience using SQL, Crystal/BASIC, HTMLA and/or email list maintenance preferred. Knowledge of Search Engine Optimization or website analytics is beneficial.

Required Knowledge, Skills and Abilities: Must have familiarity of utilization of various computer software programs including e-mail, Word, and an intermediate level of Excel, and must be able to learn to utilize various computer software, including Lyris Listmanager. Must have experience querying databases and/or manipulating data for reporting. Knowledge of Search Engine Optimization or website analytics is beneficial. Handle customers, vendors and employees in a friendly, courteous and diplomatic manner. Attention to detail is essential. Must be able to work in a fast paced environment for several weeks at a time. During these periods, employee must be able to work any additional hours needed. Must have basic math abilities, particularly statistics; utilize a 10-key number pad; follow and retain verbal and/or written instructions; read, write and speak English at the high school level; pay close attention to details; effectively listen and orally communicate. Make decisions based on well-defined alternatives and establish and maintain effective working relationships. Must have strong organizational, communication (verbal & written), and follow-up skills. Must have the ability to effectively interact with many different levels within an organization. A self-starter with the ability to handle multiple tasks concurrently and work well under pressure.

Specific Equipment and/or Materials Used: Personal computer including keyboard with 10-key number pad and mouse, printer, telephone, copier, shipping supplies, carts, dollies, and cash register. Excel 2007, Lyris Listmanager, SQL Analyzer, Crystal Reports 11, Dreamweaver, and MS Query.

Physical Requirements: Requires near and far visual acuity, repetitive finger/hand/wrist/elbow motion, use of fingers and hands, hearing, talking, standing, crouching, walking and lifting and lowering 1 to 25 pounds. Ability to stand and sit for 6 to 8 hours at a time.

Environmental Demands: Constant exposure to indoor office setting at warehouse, and shipping/receiving areas. Occasional exposure to outdoor elements.

Description of Duties: Increase deliverability and success of email campaigns. Monitor and maintain our customer database and member list using Lyris Listmanager and Excel. The Listmanager associate will extract customer data from our ePos database using SQL tools, proof and clean the customer data, and remove duplicates. Regularly monitor blocked or bounced messages from mailings and take actions to remove invalid members or re-engage members. Maintain feedback loops with domains to improve deliverability. Research tools and methods for improving web sales and web marketing. Use SQL Analyzer and other reporting tools to analyze customer list as required. Occasionally assist in web order fulfillment operation, or customer relationship management, as needed. Build and send email campaigns with Lyris. Use database knowledge to provide reports, as needed. Other projects as required.

Conditions and Required Testing:

Reasonable accommodations will be considered to allow qualified applicants to perform essential job functions. A criminal background check must be past. The company reserves the right to withdraw an offer of employment pending the result of such examination and a determination that the employee will pose a direct threat to his or her own safety or that of others and/or that accommodation will pose an undue hardship for the company.

If you require any type of assistance in completing our application or any required testing please communicate your needs to one of our representatives. We will make a reasonable effort to provide the

assistance you need. The University Co-op is an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

Mailing Address Human Resources Dept.
& Location: 507 W. 23rd St.
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