



## **Business Training Manager – eCommerce – Textiles and Other**

MTW seeks a business oriented, highly motivated, and detail-oriented manager to lead a team of 5-6 youth employees to manage their own online used business. This position requires an individual with prior ecommerce experience and a commitment to working directly with youth and a track record of motivating and supervising a team to establish and meet high performance standards. As with any ecommerce enterprise, this position will require flexible scheduling and direct work with customers and suppliers.

More Than Words (MTW) is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience in working as a team to operate retail and online businesses and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job, one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth to gain marketable skills critical for success in school, work and life. (see [www.MTWyouth.org](http://www.MTWyouth.org) for more about More Than Words)

**More Than Words is committed to ensuring our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults we are privileged to serve. People of color are highly encouraged to apply.**

This position reports to the respective Director/Associate Director, and works in partnership with the business staff, interns and volunteers, and serves as a role model and professional resource for youth. This position offers an exciting opportunity for an individual with a high degree of social responsibility and an orientation to high performance to join a growing organization that combines “doing good, while doing well.”

**The Business Training Manager will:**

### **Manage Online Shifts in order to meet Financial Goals:**

- Oversee all aspects of the online textile business including maximizing profitability, training, inventory management, customer service, and marketing.
- Oversee all safety, policies and procedures to open and/or close the space on specific days including some evening and weekend shifts
- Lead a shift of 5-6 youth to ensure success of all business activities: serve customers, execute projects & events, and fill online orders.
- Continually monitor and improve systems to meet revenue benchmarks for our online book business.

### **Train Youth Employees:**

- Work alongside youth to provide ongoing training, feedback and support for youth to improve performance in online sales
- Hold youth employees accountable for all safety, policies and performance including attendance, punctuality, professionalism and efficiency with tasks on shift
- Work with youth and staff to support weekly Team meeting with all members of MTW
- Manage training manual updates, and training schedule coordination with Management Team

### **Manager eCommerce Business Line – Textiles**

- Monitor key trading tasks such as stock management, fragmentation, and product returns.
- Liaise closely with merchandising, operations, and customer service teams to improve efficiencies, trade, and customer experience.
- Manage new product uploads, category builds, product detail maintenance, and promotional activities.
- Liaise with various teams for regular and ad-hoc CMS tasks and initiatives.
- Collaborate with the e-Commerce team for onsite optimizations such as product recommendations, upselling/cross-selling opportunities, and search improvements.
- Assisting with the day-to-day coordination of e-Commerce marketplace activities, e.g. product uploads, reporting, organizing stock transfers.
- Reporting on e-Commerce trade performance including KPIs, providing data-driven insight, and conducting deep dives were needed to better understand shopping behaviors and trends.

**The Business Training Manager must be a high-energy person who enjoys teaching others, hitting goals, and working in a fast-paced environment during evening and/or weekend hours.** The ideal candidate will have at least 3+ years of retail, book and/or ecommerce business experience and a proven ability to inspire and compel others to exceed expectations. As an e-Commerce Merchandising Specialist, you will be responsible for building and merchandising digital content, ensuring the content is presented with quality and accuracy, and verifying that the merchandised product aligns with the event theme. S/he/they should have successful experience teaching, training or supervising new learners, and a talent for empowering and engaging others to work together to achieve goals. A successful candidate will have exceptional communication, and sensitivity for MTW's diverse constituencies. Great customer-service, technological aptitude and a willingness to be accountable for the business are keys success!

Candidate must be able to regularly lift boxes weighing approximately 25 lbs., move easily up and down stairs and possess a valid driver's license. Candidate must be able to work some evening and weekend shifts.

#### **Benefits:**

- Medical and Dental Insurance
- 401K
- Generous paid vacation and sick time
- Significant growth opportunities and professional development
- Employee Discounts

**Compensation:** Commensurate with experience \$42,000 - \$52,000.

To apply, please send resume and cover letter to [BTMtextiles@MTWyouth.org](mailto:BTMtextiles@MTWyouth.org).

MTW's Boston site is commuter friendly and is conveniently located near public transportation.

*More Than Words is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity & expression, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.*