



## **Contact Info**

[Katie@thegardenofwords.com](mailto:Katie@thegardenofwords.com)

[www.thegardenofwords.com](http://www.thegardenofwords.com)

Download your own copy of this template that you can edit. [Here's a video that explains how to do that.](#)

## **Sample Job Descriptions**

It's much easier to get what you want if you start with a good description of what you need. These are sample job descriptions that can be combined in various ways, depending on how you want to fill the positions.

### **Sample Data Entry Job Description - For uploading products to website, assuming remote**

#### **Horticultural Ecommerce Data Entry and Data Management Needed**

We are seeking a detail oriented individual to assist with data management for our ecommerce website. This role will include consolidating information from purchase orders, supplier websites, and other information streams and entering it into a spreadsheet for upload to our ecommerce website.

We will require you to use one of our email addresses to receive email forwards from us (i.e. thunderbird, airmail etc (no webmail), a working Lastpass account and about 5 hours per week of your time. This requires setting up an IMAP email account with a company email address that we will issue you, so ability to complete that setup task is required.

You will have support if you need it. Video training is provided.

A test project of 10 entries will be assigned to generate "TOT" or time on task estimate. After that, job will be paid piece rate based on average time to complete entries.

We look forward to meeting you!

## **Responsibilities**

- Prepare product descriptions and images for upload to ecommerce website
- Upload product descriptions and images to ecommerce website

### **Requirements**

- Proven experience with research and data management/data entry projects
- Newer, up to date computer, well maintained.
- Fluency working in digital environments and troubleshooting
- Fluency working with online project management systems
- Intermediate experience with managing WordPress
- Intermediate experience managing online shopping carts
- Advanced knowledge and experience working with MS Office Suite
- Advanced knowledge and experience working with Google docs and google sheets
- Excellent grammar and writing skills
- Able to learn new systems quickly
- Ability to perform google searches and get to the answers you need quickly
- Screensharing software (like vidyard for chrome)
- Ability to meet via video conferencing software (such as zoom)

### **Nice to have, but not required:**

- Horticultural background

## **Sample CSR & Ecommerce Order Processing Job Description - For hiring, assuming combined position**

We are looking for a friendly, problem-solving oriented CSR and Order Processing specialist to help manage ecommerce order questions and and communicate with customers regarding order fulfillment via phone and email. This person will also process orders for fulfillment via pickup or delivery and track orders within our system.

We have canned responses for most inquiries you will be using to respond on our behalf. Training is provided.

We are looking for someone that will read and learn our material and become part of our team over the long haul and will likely need you 20-40 hours a week once you are trained. The hours will be around 10 per week as you learn and quickly increase as we see you have the hang of things.

### **Responsibilities:**

- Process orders from ecommerce website (receive order, print, give to fulfillment, communicate with customer about order status)
- Answer email inquiries regarding online ordering using canned responses.
- Determine if the question falls outside the category of canned responses and seek approval for next steps.
- Continue to add to canned responses and FAQ sheets, online and on the web as we grow and you learn what is expected.
- Contact customers when a substitution may be required and communicate with staff about substitutions.
- Work with other on-site staff to facilitate smooth order fulfillment process
- Monitor social media channels for customer service related questions and answer questions
- Track order status and update in website back end, ERP, and other software as required

### **Requirements:**

- Fluency working in digital environments and troubleshooting
- Fluency working with online project management systems
- Intermediate experience with managing websites
- Intermediate experience managing online shopping carts
- Advanced knowledge and experience working with Google docs
- Excellent grammar and writing skills
- Able to learn new systems quickly
- Ability to perform google searches and get to the answers you need quickly
- Screensharing software (like vidyard for chrome)
- Ability to maintain regular 9-5 working hours EST
- Friendly, problem solving oriented
- Customer service experience

**Nice to have, but not required:**

- Horticultural background