

## **eCommerce Specialist**

### **About RUTLAND**

Founded in 1883, RUTLAND is the leading U.S. manufacturer of fireplace, stove, and chimney care products. Our products are distributed nationwide through major retail and ecommerce partners including Amazon, Ace Hardware, Orgill, Lowes, Shopify, Walmart, The Home Depot, and Tractor Supply Company. We're actively growing our global distribution channels and are looking to expand our dynamic team. We are seeking a detail-oriented and highly motivated eCommerce Specialist to support and manage the growth in our digital retail presence across these platforms. You will gain invaluable experience being engaged with all aspects of our 143 year old business.

### **Job Summary**

The eCommerce Specialist is responsible for maintaining accurate, optimized, and compliant product listings across company ecommerce systems and third-party marketplaces. This role supports daily order operations, performance reporting, and cross-functional coordination to ensure strong digital execution and customer satisfaction.

### **Job Responsibilities**

- Manage and update company e-commerce platforms and third-party marketplaces (e.g., Amazon, Home Depot, Walmart, and similar portals), including product listings, pricing, inventory availability, content, and order status
- Ensure product data, images, descriptions, and platform-specific requirements are accurate and compliant across all channels
- Monitor and resolve marketplace listing issues, suppressed SKUs, buy box challenges, and content discrepancies; submit and monitor cases to platform support teams as needed
- Monitor daily order flow across all e-commerce systems and marketplaces to ensure timely processing and fulfillment
- Coordinate with operations and shipping teams to maintain accurate inventory levels and prevent stockouts or overselling
- Analyze e-commerce and fulfillment system analytics, including order volume, fulfillment timelines, inventory accuracy, error rates, and sales trends
- Generate recurring reports to track performance, identify issues, and support data-driven decision-making
- Support compliance with retailer performance standards, routing guides, and marketplace policies (including metrics such as OTIF, cancellation rates, and late shipment rates)
- Assist with new product launches, content updates, promotional execution, and marketplace advertising reporting
- Monitor customer and vendor, review trends and communicate recurring product or service issues internally
- Support internal teams (shipping, operations, customer service) with marketplace data, reporting, and system insights
- Maintain strong attention to detail while managing multiple e-commerce systems and competing priorities

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- Other duties as assigned

### Skills and Qualifications

- 2+ years of ecommerce, marketplace, or retail systems experience
- Strong analytical and problem-solving skills
- High level of organization and attention to detail
- Ability to manage multiple platforms and deadlines simultaneously
- Experience in manufacturing, hardware, home improvement, or consumer goods preferred

### Preferred Marketplace & System Experience

Candidates do not need experience with every system listed below; experience with several is preferred.

### Ecommerce & Analytics Platforms

- Amazon Seller Central or Vendor Central
- Amazon Ads (Sponsored Campaigns)
- Walmart Seller Center
- Walmart Connect (Sponsored Campaigns)
- The Home Depot Supplier Hub
- Ace Hardware ACENET
- Tractor Supply Company Partner Portal
- Shopify Admin

### Ecommerce & Operational Systems

- ERP systems (NetSuite, SAP, Microsoft Dynamics, or similar)
- Inventory or order management systems
- Basic EDI knowledge (850, 856, 810 transaction flows)
- Advanced Excel (pivot tables, XLOOKUP/VLOOKUP, data cleanup, reporting)

### Compensation & Schedule

- Standard hours: 8:00 AM – 4:00 PM CST, Monday through Friday
- Salaried, exempt position
- Base salary \$40,000–\$50,000 annually (based on experience)
- Health benefits (Medical, Dental, Vision, Life, STD)
- 401(k) plan with a company match
- Paid time off

### Job Location

- Onsite position based in Jacksonville, IL