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## Senior eCommerce Merchandiser

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**Start Date:** June 2021

**Type:** Full-time employment, Monday-Friday 8a.m.-5p.m.

**Location:** on site 5 days a week at 2103 Citwest Blvd., Houston, TX 77042 - (no remote options)

**Immediate Supervisor:** Director, Inside Sales

### Company Background

PCS Software, Inc. is an AI platform for the transportation logistics marketplace providing the trucking industry's most effective transportation management platform (TMP) to improve fleet management and delivery systems and increase profits for our customers. Through innovation and invention, our software individualizes work routines, consolidates workflows, and streamlines management controls to improve accountability, transparency, and eliminate costly and redundant manual processes.

Trucking companies and freight brokers trust PCS to optimize their dispatch, accounting, and fleet operations. TL, LTL, Intermodal, and freight brokerage services use our TMP to automate operations, easily access information, and reduce inefficiencies to maximize sales and revenue. Founded in 1997 and located in Houston, Texas, PCS Software is the leading developer of hosted software solutions designed specifically for the ground transportation industry.

### Job Description: Senior eCommerce Merchandiser

The Senior eCommerce Merchandiser plays a key role in supporting PCS' online merchandising goals by managing the presentation of the PCS online product catalog. The primary focus of the Senior eCommerce Merchandiser is to enhance the user experience, improve onsite conversions, and drive sales through effective product positioning, which includes considerations of graphics, descriptions, promotions, on-site search, product placement, and more. The Senior eCommerce Merchandiser should demonstrate experience using innovative merchandising techniques and providing engaging product information in an easily digestible format and presentation.

As a contributing member to the Online eCommerce team, you will work with a cross-functional PCS team that includes eCommerce Merchandisers, Inside Sales, Business Development Representatives, Account Managers, Web Developers, and Product department team members to ensure your monthly quota is achieved in new sales via the PCS eCommerce shopping cart. This will require you to have knowledge in the following technical areas to drive and increase customer demand: A/B testing, multi-variate testing, ability to make real-time adjustments to the user experience using HTML5 and CSS 3, as well as know how to drive promotions through various marketing campaigns and techniques. The Senior eCommerce Merchandiser is a member of the Sales Team and is a sales quota carrying position with a compensation package that includes a base plus a monthly commission target.

### Key Responsibilities:

- Provide authoritative, compelling, and consistent product detail page coverage, including product naming, categorization/hierarchy, comprehensive product descriptions, detail technical specifications, effective visual presentation, and customer pathing.
- Manage/maintain product selection and assortment for email campaign promotions.
- Recommend product strategies, including exclusive business opportunities to grow online product offering in a B2B environment.
- Identify opportunities to connect and leverage product content from across the organization, including product information systems, marketing content, partners, blog, social media, user-generated content and more to help drive sales.
- Manage and lead special product and pricing promotions, from inception to execution and report on results to the Director of Online Sales.
- Maintain repository of requests and feedback from customers, employees, and management, ensuring timely and efficient use to improve the overall customer experience.
- Create, post, monitor, monitor via A/B testing and multi-variate techniques PCS eCommerce website content.
- Work with designers and content writers to update content to drive increased traffic to the site.
- Work with product manager to post promotional content.
- Work with Inside Sales to manage jumps from ecommerce to a sales representative to manage new sales when necessary.
- Report into the Online Sales Director.
- Work within an Atlassian JIRA, Confluence, and Salesforce environments to manage sales and leads.

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- This position is a quota carrying position for new online sales.
- Highly efficient and ability to multitask.
- Attention to detail and takes pride in quality of work delivered.
- Able to perform in a metrics-driven, process-based organization.
- Solid client facing skills.
- Other duties as assigned.

### Minimum Requirements:

- Candidates should have 7+ years of experience working with eCommerce site merchandising and/or building content for a B2B eCommerce business, preferably in a SaaS environment.
- Candidates should be extremely detail-oriented, capable of handling multiple projects at once, adept in navigating ambiguity, and comfortable working in a rapidly changing environment with competing priorities.
- Candidates should have experience managing large amounts of detailed product data, content, pricing, image assets, etc.
- Candidates should have experience creating customer-facing content (written, visual, etc.) that is on-brand, relevant and tailored to our site visitors.
- Candidates should be proficient with working with Apple devices and using the Microsoft Office Suite (Excel, Word, PowerPoint, etc.) as well as Google Docs (Sheets, Slides, etc.)
- Candidates should have experience working with and using web analytic tools, including Google Analytics.
- Candidates should have knowledge of (and possibly the ability to code using HTML5, CSS 3, and other web programming languages.)
- Experience with project management and collaborations tools including Microsoft Project and Microsoft Teams are a plus.

### Education:

Bachelor's degree required, preferably in a STEM major, business degree, or a related field of study.  
Master's degree preferred.

### Success Factors:

- PCS hires individuals who thrive and excel in teams and demonstrate big-picture thinking, who are willing to explore new ideas, are persistent when things do not go well, and are committed to delivering and maintaining a high "Do/Say" ratio.
- PCS hires team members with strong communication skills, both oral and written, who can communicate with customers to understand their needs.
- PCS looks for candidates who demonstrate a desire for continuous training, education, and skill improvement.
- PCS employees must be enthusiastic, positive, and possess a creative problem-solving ability that drive action and results.
- PCS hires people who are detail-oriented, capable of handling multiple projects at once, adept in navigating ambiguity, and who are comfortable with rapidly changing/competing priorities.

### PCS Core Values:

- **Initiative** – You take initiative as an owner and do not wait for direction to act.
- **Accountability** – You own all the actions and results associated with your job, including the by-product of your work at PCS.
- **Can-Do Attitude** – You believe in yourself and always demonstrate an achievable attitude.
- **Positive and Motivated** – You continuously radiate positive energy and raise the level of performance of those around you by keeping yourself and others positively motivated towards your daily, weekly, monthly, and yearly goals.
- **Say-Do Ratio** – Do what you say and say what you do. You constantly deliver results that match the words you speak. You then keep your promises to deliver on time or keep your peers and management updated to avert a crisis.
- **Integrity** – You are consistent and uncompromising in your strong personal and company values as well as ethical and business morals.
- **Honesty** – You are always truthful and transparent in your actions during the difficult times, not just the good times.

### Why Join PCS?



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PCS Software, Inc. is the perfect combination of a fun work environment that rewards your hard work with amazing opportunities for career growth and personal development. If you want to be the newest member of a vibrant group of energized technology leaders in an innovative and entrepreneurial environment, then apply online today to start building solutions that customers will love to use and join a company that truly rewards your hard work and values your talented contributions. If you would like to compete for this highly sought-after position, please submit your resume to [employment@pcssoft.com](mailto:employment@pcssoft.com).

PCS Software, Inc. is also considered one of the best places to work because of our competitive compensation plans, comprehensive benefits plan with 100% company paid medical, dental, and vision premiums for you and your dependents, 401k with a 4% match, generous PTO package, a truly creative and fun working environment, complementary food/beverages in the office, paid training and development opportunities, paid gym/fitness facility membership, employee recognition programs, and amazing opportunities for career growth and personal development.

### **Work Authorization**

No calls or agencies please. PCS Software, Inc. will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

This job description provides many examples of the types of responsibilities required but is not intended to be a comprehensive list. The incumbent will complete other job responsibilities as needed which are not specifically described in this document.

PCS Software, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability, or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment. We thank all respondents for their interest in PCS Software, Inc. However, only those selected for an interview will be contacted.

To view additional information on PCS Software, Inc., please visit our website at [www.pcssoft.com](http://www.pcssoft.com).