

EBAY & SALES MANAGER / LEAD

Job Description

Department	Sales & Revenue
Reports To	Owner / General Manager
Manages	Zone 6 — Ready to Ship eBay Account & Store Local & Wholesale Sales Channels
Coordinates With	Operations Manager (throughput flow to Zone 6) Zone 5 (item readiness) Social Media/Marketing Manager (product promotion)
Classification	Non-Exempt / Hourly or Lead Stipend — based on experience and volume
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Position Summary

The eBay & Sales Manager is the revenue engine of E Cyclers of Idaho's resale operation. This role owns every aspect of the selling process — from receiving processed devices from Zone 5 to photographing, listing, pricing, fulfilling, and recording the final sale. The eBay & Sales Manager manages the Zone 6 team, sets and enforces the listing standard, develops local and wholesale sales relationships, and reports weekly to the owner on revenue performance by channel.

Why This Role Matters

Every hour a processed device sits unlisted is lost revenue. Every inaccurate listing is a future return. Every missed ship window is an eBay defect. This role is where all upstream effort — sorting, testing, wiping, and prepping — converts to actual income. The eBay & Sales Manager is accountable for the revenue that pays for the operation to exist.

Core Responsibilities

Zone 6 Management & Listing Operations

- Supervise all Zone 6 Listing & Fulfillment Technicians — assign daily listing and packing tasks, ensure the zone SOP is followed
- Enforce the same-day listing standard: every item that arrives in Zone 6 with 'Processing Complete' status is listed on eBay before end of shift
- Verify that all listing entry requirements are met before any item is accepted from Zone 5: RS ticket status, test results, cosmetic grade, and wipe certificate (if applicable)

- Review 10% of all new listings daily for accuracy — spot-check device descriptions, specs, cosmetic grade, and pricing against current market comps
- Maintain the photo station standard — backdrop clean, lighting consistent, shot list followed on every item
- Manage the Zone 6 inventory shelf — items organized by category and grade; aging system enforced daily

eBay Account & Store Management

- Own the E Cyclers of Idaho eBay seller account — monitor account health metrics daily (defect rate, late shipment rate, feedback score)
- Maintain a seller feedback score of 99%+ through accurate listings, fast shipping, and responsive buyer communication
- Respond to all buyer questions within 24 hours — escalate any claim, dispute, or data-related inquiry to the owner immediately
- Manage all eBay returns: evaluate return reason, process appropriately, and flag any pattern of returns from a specific listing template to the team
- Develop and maintain listing templates for the most common device categories — update templates quarterly or when product types change significantly
- Monitor eBay policy updates and seller performance standard changes — communicate relevant changes to Zone 6 technicians and the owner
- Manage promoted listings and eBay advertising spend within owner-approved budget — report ROI monthly

Pricing Strategy

- Set pricing for all listed items based on eBay 'Sold' listings — never Active listings, which show ask price, not transaction price
- Price to sell within 14 days as the target — items not selling within 14 days should be reviewed for repricing
- Implement the 30-day aging rule: after 30 days listed, reduce price by minimum 20% and add visual aging flag
- Escalate all items aged 45+ days to the owner with a disposition recommendation: reprice, lot sale, local sale, or scrap
- Maintain a pricing reference sheet for the most common device categories — update weekly based on market movement
- Monitor competitor listings on eBay, Back Market, and local Facebook Marketplace — adjust strategy when market prices shift significantly

Local & Wholesale Sales

- Manage all local sales channels: Facebook Marketplace, local classified listings, and walk-in or appointment buyers
- Build and maintain relationships with bulk/wholesale buyers for Grade B/C laptop lots — negotiate pricing and coordinate logistics with the Logistics/Pickup Lead
- Post eligible items to local channels on the same day as eBay listing — maximize channel coverage on every device
- Coordinate local pickup appointments: confirm date, time, payment method, and item staging before arrival
- Record all local and wholesale sales in Repair Shoppr with buyer name (or 'local buyer'), sale price, channel, and date
- Identify opportunities for recurring wholesale relationships — report all prospects to the owner

Revenue Reporting & Performance

- Produce a weekly revenue report for the owner: total sales by channel (eBay, local, wholesale, scrap), units sold, average sale price, and any significant items or lots
- Track and report the 30-day and 45-day aging inventory counts weekly — this is a key indicator of listing health
- Monitor and report on eBay account health metrics weekly — flag any metric approaching eBay threshold

- Identify the top-performing and lowest-performing device categories each month — report to owner with pricing and sourcing recommendations

Listing Quality Standards — Non-Negotiable

These standards apply to every listing published under the E Cyclers of Idaho eBay account. The eBay & Sales Manager is accountable for enforcing them across all Zone 6 staff.

Listing Field	Standard	Why It Matters
Device Title	Full make, model, and exact model number — no abbreviations	eBay search algorithm and buyer trust
CPU	Exact processor (e.g., Intel Core i5-8265U) — not 'Intel i5'	Buyers comparison-shop on specs
RAM	Size and speed (e.g., 8GB DDR4 2400MHz)	Direct impact on value and buyer decision
Storage	Type, interface, and size (e.g., 256GB NVMe SSD)	Common source of buyer disputes if vague
Battery Health	Percentage capacity (e.g., 81%) — required for all laptops	Buyers have recourse if misrepresented
OS	Installed OS and version (e.g., Windows 11 Pro — clean install)	Avoid post-sale activation disputes
Cosmetic Grade	Standard phrase: 'Good condition — light cosmetic wear, see photos'	Sets accurate buyer expectations
Accessories	List all included items AND explicitly note missing items	Most common cause of disputes and returns
Photos	All 8+ required shots from photo station — no stock photos	eBay penalizes listings without real photos
Pricing	Based on last 30 days of eBay Sold comps — documented	Protects revenue; prevents underpricing

Required Skills & Qualifications

Required	Preferred
<ul style="list-style-type: none"> • Demonstrated experience selling on eBay or equivalent e-commerce platform • Strong understanding of consumer electronics hardware and specifications • Ability to read and interpret eBay Sold listings for pricing research • Attention to listing accuracy — understands that 	<ul style="list-style-type: none"> • eBay seller experience at a verified/power seller or business account level • Experience with eBay promoted listings, advertising, and store management tools • Familiarity with Back Market, Amazon Renewed, or other refurbished device marketplaces • Prior experience managing a small sales or

descriptions are a legal representation of the item <ul style="list-style-type: none"> • Organized and deadline-driven — listing and shipping timelines are non-negotiable • Comfortable with Repair Shoppr or equivalent work order software for revenue tracking • Strong buyer communication skills — professional, responsive, and solution-focused 	fulfillment team <ul style="list-style-type: none"> • Experience with wholesale electronics purchasing or resale • Knowledge of ITAD product grades (A/B/C) and how they map to market value
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Performance Standards

- 100% of items arriving in Zone 6 listed on eBay the same day — no unlisted overnight inventory
- eBay seller feedback score maintained at 99%+ at all times
- eBay account defect rate maintained below eBay's 'Below Standard' threshold at all times
- All orders shipped within 1 business day of sale — zero late shipments without owner-approved exception
- Weekly revenue report submitted to owner every Monday by 10 AM
- 30-day aging audit performed daily — all items past 30 days have a documented price action taken
- Zero listings published with missing specifications or vague condition descriptions
- All sales recorded in Repair Shoppr same day — no ticket left at 'Listed' status after the item ships

Prohibited Actions

The eBay & Sales Manager is the revenue reputation of E Cyclers of Idaho. These actions are never acceptable and will be treated as serious performance events.

- **Listing any item that does not have 'Processing Complete' status and all required documentation in Repair Shoppr**
- **Misrepresenting device specifications, condition, or included accessories in any listing**
- **Pricing items based on eBay Active listings instead of Sold comps**
- **Shipping an order without recording the tracking number in Repair Shoppr before the box leaves the facility**
- **Approving a return without following the owner-approved return policy — all policy exceptions require owner sign-off**
- **Scrapping or discarding any listed item without owner authorization**
- **Responding to a buyer dispute involving a data security concern without immediately escalating to the owner**

Acknowledgment

I have read and understood this job description and agree to the responsibilities, performance standards, and expectations described above.

Name (Print): _____

Signature: _____

Date: _____

Owner / General Manager _____