

Naxos of America

POSITION

E-Commerce Sales Coordinator, ArkivMusic.com

COMPANY OVERVIEW

Headquartered in Franklin, Tennessee, Naxos of America is the leading independent classical music distributor in the U.S. and Canada. Specializing in state-of-the-art distribution and marketing and promotion, Naxos of America distributes nearly 65,000 SKUs to traditional brick and mortar retail, as well as offering a comprehensive suite of services tailored to consumer direct fulfillment. Naxos of America is also one of the world's largest digital distributors of independent classical music and video, supplying a catalog of over 2.1 million tracks and 65,000 album discs to hundreds of digital platforms and mobile outlets across the globe. Naxos of America offers marketing, publicity, physical and digital e-commerce services, licensing opportunities, streaming services, sales support and customer service for all new releases and active catalog titles of Naxos Records and over 700 distributed labels.

JOB DESCRIPTION

The E-Commerce Sales Coordinator is responsible for providing an exceptional level of service to customers of ArkivMusic.com, a leading source for performing arts media in North America, and various other proprietary E-Commerce sites and third-party marketplaces.

The successful candidate:

- Is dedicated to providing a premier customer experience.
- Will communicate to customers in a clear, concise, and courteous manner.
- Is able to handle a high volume of daily communication via email with a large and diverse group of domestic and international customers.
- Will identify and effectively use available resources for problem solving.
- Will communicate effectively with management regarding the state of the overall operation.
- Has the marketing know-how to assist in setting up and executing promotions.
- Has a working knowledge of e-commerce best practices and is familiar with the Shopify platform.

Required Skills:

- Bachelor's Degree in Music/Music Business or related field.
- Obsessive attention to detail.
- Must be an exceptional written and verbal communicator.
- Able to create procedures to organize tasks, allowing for easy tracking and status updates.
- Knowledge of classical music is a plus.