Kramden Institute: Providing Technology Tools and Training to Bridge the Digital Divide.

Position Description:

Kramden Institute is a 501(c)(3) whose mission is to provide technology tools and training to bridge the digital divide. Since our founding in 2003, we have refurbished and awarded over 50,000 computers to 83 of North Carolina’s 100 counties. Kramden also offers a wide range of educational programs, aimed at teaching students and members of the community basic and advanced computer literacy skills through which to better their lives.

Kramden is looking for qualified applicants for a part time Sales Associate position to start immediately. The position will be primarily responsible for maintaining healthy online sales of hardware through the eBay marketplace. The Sales and Support Associate will work closely with both the Production and Sales Manager and Technology Manager, and will interact with both staff and volunteers to assist with the technology refurbishing process as needed. Training will be provided by management and lead sales person.

Principal Job Duties:

• Using sales channels (eBay, online marketplaces, in-person surplus sales, etc.) to maximize sales
• Perform diagnostic testing and troubleshooting of incoming hardware
• Communicating with upper management regarding problems or issues impacting sales
• Maintaining listings on eBay
• Maintaining stock of surplus, recycling and other materials to satisfy sales goals.

Administrative Job Duties:

• Track sales and market trends
• Assist with customer service for online sales
• Inventory management
• Attend staff meetings and work with other members of staff
• Attend Production meetings as necessary

Employment Requirements:

• 1-3 years of relevant work experience
• Extensive knowledge, skills, and familiarity with computer hardware, working knowledge of basic software
• Ability to lift 35 lbs. often and repeatedly
• A criminal background check
• A valid driver’s license

Desired Background/Skills:

• Flexibility, organizational skills and attention to detail

Updated: 1/23/2024
Kramden Institute, Inc.
Position Title: Sales Associate PT
FLSA Status: Exempt
Reports To: Production Manager

- Professional and courteous demeanor
- Familiarity with eBay and other sales channels
- Experience with material handling (pallet trucks, trailer loading, etc.)
- Excellent team skills and abilities to foster teamwork

Hourly Pay and Benefits:

- Pay: $18/hr
- Bonus: Annual bonus opportunity based on performance and fiscal health of Kramden
- Leave: One week between Christmas and New Year’s with the option to request days off.

How to Apply:

Email jobs@kramden.org – resume required, cover letter optional.

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