

Technical Product Specialist

Join us in revolutionizing the electrical industry! Become a Technical Product Specialist and be at the forefront of delivering expert product information and insights. You'll ensure top-notch data quality, act as the go-to resource for electrical product knowledge and enhance eCommerce customer satisfaction.

You will dive into standardizing product content and optimizing our digital catalog for additional specialized industries including Plumbing, HVAC, Industrial and Safety, & more! Are you up for the challenge? Then join AD!

Why AD?

- **Competitive Pay** and bonus offerings.
- **Benefits Package** includes health, vision, dental, and life insurance, a 401k program with up to 6% company match, and a lifestyle spending account.
- **Generous Time Off** includes 18 PTO days, 3 Community Service (CTO) days, and paid holidays with 2 additional floating holidays.
- **Professional Development** programs and resources to enhance your skills and career growth opportunities.
- **Voted a Top Workplace** by The Philadelphia Inquirer for 6 consecutive years and by USA Today in 2024.

What Will You Do?

- Maintain high-quality content on our eCommerce site, following specific guidelines.
- Provide product expertise and make product information decisions for eCommerce.
- Consistently improve how product information appears on our independent distributor websites.
- Organize content and boost visibility to improve user experience.
- Work closely with experts to ensure consistency across all digital channels.

What Are We Looking For?

- **Experience:** 5+ years of in field electrical product knowledge experience required
- **Technical Skills:** Comfortability in Microsoft Office Suite (Excel, Word, Outlook)
- **Passion for eCommerce:** Knowledge of product specifications and improving the user experience.
- **Availability:** Ability to work full-time on a hybrid schedule of Monday's and Friday's remote, and Tuesday through Thursday in-office in Wayne, PA required. AD hours of business are 8:00AM – 5:00PM.

At AD, our values serve as the foundation of our culture, driving a service-oriented, results-focused, and continuously improving environment. We are looking for a highly motivated individual dedicated to contributing to the success of our members, supplier partners, and fellow associates!

Technical Product Specialist
Job Description

Revision Date:	March 25, 2024
Direct Supervisor:	Digital Product Content Management
Department:	eCommerce
Classifications:	Salaried/Exempt
Location:	Wayne, PA
Onsite/Hybrid/Remote:	Hybrid

Position Summary:

The Technical Product Specialist role is instrumental in delivering expert product information and insights to support AD's eContent Service. The core duties involve ensuring adherence to data governance standards during the product quality assurance process, acting as a go-to resource for eCommerce product information, and pinpointing areas for enhancing customer satisfaction.

Responsibilities will include standardizing product content to improve the customer experience across numerous independent distributor eCommerce platforms. Expertise in technical aspects and collaborative methods will play a crucial role in leading ongoing optimization endeavors and measurable improvements to AD's Digital Product Catalog customized for specialized industries like Industrial, Electrical, Safety, Plumbing/PVF, HVAC, and Bearings & Power Transmissions.

Responsibilities:

1. Leading Content Quality Assurance – follows AD standard data governance procedures and guidelines during the product QA and ticketing process
2. Provides product expertise and makes product information decisions for eCommerce
3. Identify improvements for content normalization by providing product knowledge to optimize the AD Digital Catalog for use on hundreds of independent distributors websites
4. Ensure content is structured properly (taxonomy) and categorized accurately to yield higher search results and improving end user experience
5. Partner with internal product experts and external vendors to continually refine and standardize product content across all our digital channels.

Knowledge, Skills, Abilities:

1. Strong understanding of technical concepts and the ability to translate them into clear, concise product information.
2. 4+ years of product knowledge within one or more of the following verticals: the Bearing & Power Transmission, Plumbing, PVF, Plumbing, Safety, Electrical and/or Industrial Fields
3. Keen eye for detail and a commitment to accuracy
4. Excellent communication and collaboration skills
5. Passion for product information and its role in customer experience
6. Knowledge of eCommerce and interest in working with technology

Qualifications:

- 5+ years of in-field experience
- Knowledge of product content / eCommerce related position
- Comfortable with technology
- Passion for eCommerce

Additional Comments:

- Position is based in Wayne, PA where we have a hybrid work schedule with 3 days in the office (Tuesdays-Thursdays & Mondays and Fridays remote)
- AD Hours of Business are 8:00 AM – 5:00 PM
- Travel: Minimal