

Content Specialist - Job Description

Rehabmart was founded in 1998 by two Occupational Therapists who are passionate about helping people find high-quality solutions for their medical needs at an affordable price. We are a locally owned e-commerce healthcare company that focuses on customer service, original content, competitive pricing, and a synergistic management structure that includes all employees in the progress and well-being of the company.

Position Summary:

Rehabmart is seeking a skilled applicant who is detail oriented with proficiency in producing written content developed from multiple media sources, accurate data entry, basic spreadsheet skills, keyboarding and typing, and using web-based content management systems. The ideal Content Specialist has an interest in working with a team of E-Commerce professionals in a fast-paced and agile environment to deliver new product content to consumers which meet clearly defined editorial guidelines.

This position is within the Content Services Department which is dedicated to creatively marketing products selected for the Rehabmart platform and for the data integrity of that content. This team ensures our content is accurate, complete, and up-to-date. This extends not only to our pricing and sales information but also to our page content and product descriptions. This department is in charge of creating unique, informative, and engaging content for our products in written and image form, as well as ensuring that content provides the highest possible value for our website users. For this reason, the candidate must be able to quickly publish accurate product data to their team from multiple resources.

Key Responsibilities:

- Data entry & uploading of accurate and comprehensive specifications including user manuals, product images, product questions & answers, customer reviews, cost & pricing data and other product content to the Rehabmart website.
- Cross team collaboration with departments located in US & International
- Outbound emailing to manufacturing partners to request information and updates to various data and content-based documentation produced along the business cycle.
- Coordinate multiple projects at once, keeping track of all deadlines, deliverables, and associated tasks
- Collaborate with clients, Content Service, E-Commerce, Vendor Relations teams, and other departments to create innovative content ideas that drive online conversion.

Preferred Qualifications:

- Superior telephone and written email etiquette and an ability to deal effectively with our vendors & external customers, peers and management
- Extreme attention to intricate details, excellent data entry skills to quickly and accurately review and input data
- High proficiency with Google Drive / Google Workspace / Microsoft Office
- Excellent typing skills / excellent computer skills
- Ability to build collaborative work relationships with different groups within the organization
- Have some durable medical equipment knowledge is a plus

Equipment Specification Requirements:

- CPU: At least i5 Intel Microprocessor or Generic equivalent
- RAM: 8 or 16 GB
- Main Boot Drive must be a: Solid State Drive (SSD)
- Operating System (PC): Windows 10 or newer, (macOS): Catalina (10.15) or newer
- Internet: Stable ping at 50 milliseconds or less, Minimum 10 Mbps download and 5 Mbps upload internet speeds.
- Must use a Headset with a noise-canceling microphone. High quality gaming over the ear headsets are preferred. Wired or wireless earphones such as wired Apple Earpods, Wireless Apple AirPods, or other brands of bluetooth earbuds **are not allowed**.
- A decent webcam (1080p or higher resolution)
- Two monitors

Education and Experience:

- High School Diploma or equivalent

WORK SCHEDULE:

The schedule for this position is Monday-Friday from 8am-5pm (no weekends) Eastern Standard Time.

You can read more about Rehabmart.com at <http://www.rehabmart.com>

Hourly compensation is negotiable and is dependent upon experience, education, and skill sets.