STOREFRONT OPERATIONS & COMMERCIAL GROWTH DIRECTIVE

Job Announcement: E-commerce Operations & Store Manager

CROSS-FUNCTIONAL LEADERSHIP, STOREFRONT MERCHANDISING & MARGIN GOVERNANCE • NATIONWIDE US REMOTE

Operational Parameter	Official Role Specification
Company & Domain	SuperBox for TV (**https://superboxfortv.com/**)
Position Title	E-commerce Operations & Store Manager (General Storefront Management & Team Alignment)
Employment Classification	Full-Time / Independent Contractor (W-2 or 1099, 100% Remote, US-Compatible Hours)
Openings & Allocation	1 Dedicated Business Leader (General Storefront Command & Cross-Functional Alignment)
Target Location	United States (Remote nationwide)
Compensation Band	**$80,000–$105,000** annually or **$40.00–$52.00** per hour (+ quarterly GMV & profit pool bonuses)

SEC-01 Company Overview

SuperBox for TV is a premier authorized distributor of authentic SuperBox streaming media hardware across the United States and Canada. We specialize in supplying households with genuine, high-performance home entertainment devices—including the flagship **SuperBox S6**, **SuperBox S7**, and **SuperBox S8** series—backed by verifiable serial numbers, official manufacturer warranties, and dedicated customer care.

Scaling an authorized consumer hardware brand requires far more than launching ad campaigns or approving inventory shipments in isolation. It demands holistic operational leadership that aligns frontend marketing, technical web performance, physical supply chain execution, customer support standards, and commercial unit economics into a synchronized, highly profitable business engine. We are seeking an authoritative, commercially sharp **E-commerce Operations & Store Manager** to take general operational command over our digital storefront, streamline daily operational cadences across remote teams, protect gross margins, and steer our multi-million-dollar distribution footprint toward sustainable long-term expansion.

SEC-02 Schedule & Operational Alignment

This is an autonomous remote leadership role requiring close alignment with core US business hours to orchestrate inter-departmental workflows, lead daily executive syncs, and maintain organizational execution velocity:

SCHEDULE & DEPARTMENTAL COORDINATION

- **Operating Schedule:** Monday through Friday.
- **Working Window:** 9:00 AM – 5:30 PM EST (Flexible core overlap with US East Coast business hours).
- **Reporting & Team Leadership:** You will report directly to Executive Leadership and serve as the operational nerve center of the company. You will lead, align, and hold accountable our specialized cross-functional team—including our Media Buyer, SEO Specialist, Content Copywriters, Video Editors, Webmaster, Customer Support Representatives, and Warehouse Fulfillment Coordinators—while maintaining complete strategic authority over daily storefront operations, promotional calendars, and operating profit margins.

SEC-03 Core Responsibilities & Storefront Architecture

Rather than micromanaging narrow administrative tasks or functioning as a passive coordinator, you will direct end-to-end commercial operations across five foundational business domains:

01 **Storefront Merchandising, Conversion Architecture & Commercial Strategy:** You will own the overall commercial performance, visual merchandising, and conversion funnel efficiency of our primary storefront. You will design and execute dynamic pricing strategies, high-margin accessory bundles (pairing flagship S6, S7, and S8 units with backup voice remotes and upgraded cabling), and time-sensitive holiday promotional sprints (Memorial Day, Labor Day, Black Friday/Cyber Monday, and Q4 holiday shopping peaks). You will continuously analyze site navigation heatmaps, cart-abandonment triggers, and user journey drop-offs, working closely with our Webmaster to implement high-converting checkout enhancements that lift average order value (AOV) and customer lifetime satisfaction.

02 **Cross-Functional Operational Leadership & Execution Velocity:** You will act as the operational bridge uniting our diverse specialized units into a disciplined, high-velocity organization. You will establish weekly operational cadences, set transparent quarterly objectives and key results (OKRs), and ensure seamless cross-functional handoffs. When our Media Buyer scales ad spend on a new angle, you will ensure our Content Writer and Video Editor deliver matching creative assets on time, our Webmaster deploys high-speed landing pages, our Fulfillment Lead reserves sufficient safety stock, and our Customer Support desk is briefed on incoming shopper questions. You eliminate organizational bottlenecks before they disrupt commercial momentum.

03 **Financial Unit Economics, Margin Protection & Dispute Governance:** You will maintain rigorous vigilance over our gross margins, operational overhead, and storefront profit-and-loss (P&L) health. You will monitor blended marketing efficiency ratios (MER), customer acquisition costs (CAC), payment processor merchant fees, third-party logistics dispatch costs, and return rates. You will proactively manage payment gateway relationships across Stripe, PayPal, and Authorize.Net, enforcing strict fraud-detection parameters, monitoring chargeback ratios, and refining risk rules to safeguard merchant accounts against fraudulent disputes and unauthorized card testing.

04 **Supply Chain Alignment & Demand Forecasting Coordination:** A high-ticket electronics brand can quickly stumble without disciplined inventory control. Working in tandem with our Order Fulfillment Coordinator and manufacturing partners, you will forecast device inventory burn rates across hardware generations. You will balance replenishment lead times against anticipated paid media scaling sprints, ensuring safety buffers exist for warranty replacements without tying up excessive working capital. You will periodically evaluate shipping courier rate structures and fulfillment warehouse agreements to negotiate more advantageous volume discounts.

05 **Customer Journey Quality Control & Brand Reputation Stewardship:** You will safeguard our reputation as an authorized distributor with zero tolerance for sub-par customer experiences. You will monitor customer satisfaction benchmarks (CSAT, response times, resolution rates) across our day and night customer service shifts. You will analyze recurring customer pain points captured in support tickets, translating those qualitative insights into concrete improvements in our packaging, unboxing collateral, and website onboarding documentation. Furthermore, you will actively oversee third-party review channels, Better Business Bureau standing, and customer trust signals to reinforce brand credibility.

> All storefront operations, merchandising campaigns, and customer support standards must strictly adhere to Federal Trade Commission (FTC) consumer protection guidelines, payment processor brand rules, and authorized SuperBox reseller distribution standards.

SEC-04 Candidate Profile & Qualifications

Proven Direct-to-Consumer General Management Track Record:

Candidates must possess at least **4 to 6 years** of direct hands-on experience managing operational workflows for direct-to-consumer (D2C) e-commerce brands targeting consumers across the United States or Canada, with at least **2 years** in an operations lead, store manager, or general manager capacity. You must possess a verified track record of steering a multi-million-dollar storefront selling physical products—ideally consumer electronics, hardware devices, smart home equipment, or serialized merchandise.

Commercial P&L Fluency & Technical E-Commerce Acumen:

You must demonstrate sophisticated financial literacy, intuitively understanding how unit economics, contribution margins, refund rates, and blended ad spend interact to create net profitability. You possess practical, high-level literacy across modern e-commerce technology stacks: WooCommerce/WordPress infrastructure, payment processing gateways, Google Analytics 4, Google Tag Manager event tracking, ERP/WMS fulfillment tools (such as ShipStation), and customer service ticketing ecosystems (such as Zendesk or Gorgias). While you do not need to write raw code daily, you know how to assess technical feasibility and guide developers toward optimal solutions.

Decisive Team Leadership & High-Integrity Communication:

You are a decisive, organized communicator who leads by example rather than relying on authority alone. You understand how to motivate remote creative talent, technical developers, and frontline support agents alike. You remain calm, structured, and resourceful during high-pressure holiday volume spikes, supply chain disruptions, or technical checkout emergencies, turning ambiguity into actionable, priority-ordered execution plans for the entire team.

SEC-05 Home Office & Technical Requirements

HARDWARE & WORKSTATION

Dependable desktop or laptop running Windows 10/11 or macOS with at least 16 GB RAM, capable of managing heavy multi-tab browser consoles, real-time analytics platforms, and financial models without lag.

INTERNET CONNECTIVITY

Secure, high-speed connection with at least 50 Mbps download and 15 Mbps upload to support smooth video conferencing, cloud database manipulation, and rapid file transfers.

PRODUCTIVITY TOOLING

Advanced comfort and mastery in Google Workspace (Docs, Sheets, Drive), Slack, and modern project management software (Asana, ClickUp, or Monday.com) to keep teams aligned.

SEC-06 Compensation, Autonomy & Leadership Perks

EXECUTIVE BASE & PERFORMANCE POOL

Base compensation of **$80,000–$105,000** annually or **$40.00–$52.00** per hour, disbursed bi-weekly via direct deposit. Substantial quarterly performance bonuses directly tied to scaling net store revenue, achieving profitable MER targets, and maintaining high operational efficiency.

HARDWARE SANDBOX & OPERATIONAL AUTONOMY

Complimentary flagship SuperBox units (S7/S8) and full accessory packages provided upon hire for hands-on evaluation. Broad operational authority over team task allocations, promotional calendars, operational software stack selection, and process optimizations without micromanagement.

SEC-07 Application Protocol & Storefront Leadership Screening

Send your resume in PDF format to **careers@superboxfortv.com** with the exact subject line:

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Application: E-commerce Operations & Store Manager - [Your Full Name]
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In the body of your email or cover letter, please provide concise responses to these three mandatory operational scenarios:

1. Past Commercial Storefront Execution: Describe an e-commerce physical brand where you managed overall storefront operations. What was the store's annual revenue scale, and what specific operational or merchandising intervention did you spearhead that noticeably improved net profit or conversion rate?

2. Supply Chain & Crisis Management: During a major promotional week, our domestic fulfillment warehouse reports an unexpected 4-day shipping delay due to severe weather, while ad spend is actively scaling and driving 300+ orders per day. How do you orchestrate communication across customer service, paid marketing, and storefront messaging to protect customer trust and prevent merchant chargebacks?

3. Availability & Compensation Expectations: What is your confirmed availability start date, and what are your full-time compensation expectations?

SuperBox for TV is an Equal Opportunity Employer. We evaluate all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

SEC-08 Authorized Reseller Entity & Helpdesk Directory

SUPERBOX OFFICIAL STORE LLC AUTHORIZED RESELLER ID: SP20250414002

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox S6, SuperBox S7 & SuperBox S8 devices with full warranty support in US & Canada.

Corporate Details & Central HQ:

- Website: https://superboxfortv.com/
- Brand / Legal Entity: SuperBox Official Store LLC
- United States Central HQ: 15427 E Valley Blvd, City of Industry, CA 91746, USA

Recruitment & Partnerships:

- Career Submissions: careers@superboxfortv.com
- Customer Support Email: support@superboxfortv.com
- Direct Support Phone / WhatsApp: +1 (857) 995-2773
- Helpdesk: 24/7 Priority Live Support (Office: Mon - Fri, 9AM - 6PM EST)

OFFICIAL SOCIAL PROFILES: Facebook | X (Twitter) | Pinterest | LinkedIn | YouTube | TikTok | Instagram | Threads | Tumblr | Bluesky

VERIFIED REVIEWS & TRUST PROTECTION: Trustpilot | Trustindex | Trustburn | Scamadviser

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