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| All Aboard Charity Shops |

**JOB DESCRIPTION**

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| **Job Title:** | **Online Sales Assistant** |
| **Department:** | eBay |
| **Location:** | Head Office |
| **Reporting to:** | Ecommerce Manager, Online Supervisor |
| **Job Purpose:** | To assist the Ecommerce Manager & Online Supervisor to ensure KPIs are achieved. |

**Position in Organisation**

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| **Key Accountabilities** | * List items for sale on online platforms * Pack and dispatch items sold via online platforms * Maintain sales process and procedures (both internal and online) |
| 1. **Preparation for Online Sale** | * Select high value items for online sales from the All Aboard warehouse and received shop stock * Research item to know its true value to the Charity and consult with Manager * Prepare stock to the standard necessary for sale where appropriate (eg steam, polish, repair) * Agree with line Manager the most appropriate sales method .(ie Auction or Buy It Now) and online platform for an item * Photograph items and upload them onto website * Weigh and measure, as appropriate, to provide accurate and detailed information on website listing * Maintain postage resources and keep postage areas tidy and organised * Establish delivery costs of bulky/heavy items to include on listing * List item online * Minimise returns by ensuring quality of stock and product listings are accurately reflected online |
| 1. **After Online Sale** | * When required pack item ready for shipping, so item is not damaged in transit * Complete the courier’s shipping forms and liaise with courier |
| 1. **Customer Service** | * Answer shop queries * Answer customer queries by phone or email at Manager’s request |
| 1. **Staff Management and working relationships** | * Assist with the supervision and training of eBay assistant, apprentice(s) and volunteer(s) as requested by line Manager * Promote online platforms to shops and encourage stock flow to eBay from shops * Maintain a good working relationship with the shop managers, keeping them informed about online sales when required. |
| 1. **Other** | * To assist line Manager as required * To attend meetings and training as required |

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| **Qualifications, skills and knowledge required** |
| **Qualifications / Experience**  Basic mathematical ability  Ability to communicate well both verbally and in writing.  Experience in sales or online sales or related role |
| **Desirable but not essential (training will be provided)**  Experience of valuing second hand clothing, including retro and designer labels, and other second hand goods.  Knowledge of clothing brands, designers and labels  Knowledge of clothing terminology  Knowledge of collectable items and antiques  Experience working in a warehouse environment  Basic photographic skills and interest in photography |
| **Skills**  Creative flair  IT skills to include use of Microsoft Office, the internet, eBay and social media  Ability to work independently but with flexibility to remain part of a team  Good organisational skills  Ability to manage several tasks simultaneously  Well-developed interpersonal skills  Attention to detail |

**OTHER DUTIES**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line Manager, Ecommerce Manager or CEO.

**ASSISTANCE**

The Charity has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of the job, in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

**CONFIDENTIALITY**

You should be aware of the confidential nature of the Charity environment and/or your role. Any matters of a confidential nature, relating to, the organisation, staff or volunteers must not be divulged to any unauthorised person.

**DATA PROTECTION**

You should make yourself aware of the requirements of the General Data Protection Regulations (2018) and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**HEALTH AND SAFETY**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

**JOB DESCRIPTION**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and the need to be flexible to cope with any changing needs of the job and the Charity.

AK 8/22