

EBAY AND AMAZON ASSISTANT VOLUNTEER

LINE MANAGER: Ebay and Amazon Administrator

LOCATION: St Luke's Hospice Distribution Warehouse

DESCRIPTION OF ACTIVITIES

In this role, your aim will be to

- Help to identify potential high-value items and maximise profit through online sales by effective research, listing and customer communication.
- Aid with the checking of quality/condition, function test, and helping to prepare the items for photography and shipping.
- Support St Luke's to be able to continue to develop and deliver its services across the local community.
- Uphold the core values of St Luke's at all times whilst volunteering with us.

Activities to be trained on

- Researching and listing items using software packages such as Auctiva – this will require writing a short description of the product.
- Photographing items.
- Answering buyer questions via email or telephone.
- Postage and packaging.
- Assist with reporting and general administration duties.
- How to adhere to eBay and Amazon selling policies.

St Luke's Volunteer Services

Tel: 01752 401172 • Email: volunteer@stlukes-hospice.org.uk

www.stlukes-hospice.org.uk

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DESCRIPTION OF ACTIVITIES

Communication and relationships

- Willingness to communicate openly and honestly with the e-Commerce Administrator.
- All other liaison with Warehouse and Retail teams as required.

Knowledge, training and experience

- A good level of English is required (preferable GCSE Grade A-C).
- Special knowledge and expertise in areas such as antiques, books, cameras, clothing, electrical items, jewellery, history and the military are beneficial.
- No other experience is necessary as full training will be given – however, if there are any related skills you would like to gain – we might be able to help!

Freedom to act

To be discussed as part of ongoing development with the e-Commerce Administrator.

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