
VOLUNTEER ROLE DESCRIPTION

Role:	Ebay Seller Volunteer
Hours:	7 hours per week – combining online and in shop activity
Location:	Shakespeare Street, Southport, PR8 5AB/ Liverpool 17/remote
Reports to:	Fundraising Manager

OVERALL PURPOSE OF THE ROLE

To support Freshfields Animal Rescue to begin and increase online sales of new and used goods that help us to generate vital funds to ‘make a difference together for All animals’.

Freshfields aims to sell posted and collection only items that will include items such as cards, t shirts, artwork, ornaments, clothes, books and furniture.

KEY TASKS

1. To work alongside the Shop Managers to agree suitable items to sell.
2. Ensure items for sale are in good working order and fit for purpose.
3. To clean items and to take quality photographs in an attractive setting
4. Accurately and professionally describe new and used items.
5. Liaise with customer and shop/fundraising manager to arrange collections, viewings and payments.
6. Check payment, package items with accurate address, take to the post office and get postage receipts.
7. Provide good customer service and deal with issues professionally and promptly.
8. To provide progress updates to the Freshfields Fundraising Manager.

KEY SKILLS AND ABILITIES

1. Permanent internet access to check sales and enquiries on a daily basis, and live in close proximity to Freshfields Charity Shops.
2. Good judgment about items that sell better online than in the shops for different groups, at a higher price.
3. Awareness of reducing time and money on postage and packaging where possible.
4. Organised and reliable.
5. Previous experience using ebay.
6. The ability demonstrate absolute respect for all volunteers and staff.
7. To be a positive ambassador for the work of Freshfields Animal Rescue.
8. To act with the guidance and support of the Fundraising Manager and in line with Freshfields Policies and procedures.