

Volunteer Role Description

eBay Volunteer

Aim or goal of position:

eBay is a great opportunity for the Hospice to sell all kinds of items online to generate funds enabling us to provide services for our patients. Being one of the biggest e-commerce platforms these days, it will give us more visibility as well for people to know about the work we do.

Main responsibilities & suggested activities:

- To provide high standards of customer service to all who buy from us.
- To take pictures of the items to be listed.
- To classify and record items received for selling.
- To pack items sold in a safe way to avoid any damage when posting.
- To describe items as accurately as possible and in an honest way to avoid any misleading.
- To research an items value on the internet and other sources available

Skills / attributes and/or qualification(s) required:

- A commitment to delivering excellent customer service is essential
- A friendly and outgoing personality is essential
- Confidence in the use of computers and internet.
- Good problem solving skills would be helpful.
- Willing to learn how to list items on E-Bay.

Benefits to the volunteer:

- Opportunity to work as part of a great team
- Gain confidence and friendship
- Satisfaction that you are contributing to Highland Hospice fundraising
- Opportunity to gain better knowledge on how eBay and other online selling websites works.

When:

- One or two days a week based on your availability.
- Three hours per shift would be ideal between 9:00 – 16:00 at your convenience

Length of commitment sought:

- Open ended, for as long as there is mutual benefit for Highland Hospice and the volunteer

Training:

- Cyber Security – Annually (1 hour)
- Moving and Handling – 2 Yearly (1 hour)
- Induction
- Shadow training with team

Work site:

- Highland Hospice Warehouse, 39-41 Harbour Road, Inverness IV1 1UA

Start Date:

- To be agreed upon completion of training.

Role supervisor(s):

- Retail Operations Assistant

For further information and application contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk

You can apply online at: Apply Online

<https://highlandhospice.org/how-you-can-help> Volunteering section.