



Job Title: Online Retail Assistant / eBay Assistant

Role Overview

The Online Retail Assistant is responsible for supporting the day-to-day running of the business's online sales channels, primarily eBay. The role involves listing products for sale, managing orders, communicating with customers, and ensuring items are accurately described, well presented, and dispatched promptly. The post holder will also support general retail and stock-related tasks as required.

Key Responsibilities

Online Sales & Listings

- Create and manage product listings on eBay and other online platforms (if applicable)
- Write clear, accurate product descriptions and upload high-quality photographs
- Price items appropriately, considering condition, demand, and market trends
- Monitor listings, update stock levels, and end or revise listings when required

Order Processing & Dispatch

- Process online orders accurately and in a timely manner
- Pick, pack, and prepare items for dispatch
- Arrange postage and ensure correct labelling and documentation
- Maintain records of dispatched items and tracking information

Customer Service

- Respond to customer enquiries via eBay messages and email
- Handle returns, refunds, and exchanges in line with company procedures
- Resolve customer issues professionally to maintain positive feedback ratings

Stock & Administration

- Assist with stock control, including sorting, grading, and preparing items for sale
- Keep online inventory accurate and up to date
- Support basic administration tasks related to online sales and reporting
- Ensure work areas are kept tidy and organised

General Retail Support (if required)

- Assist with shop-floor duties or donations processing
- Support colleagues during busy periods

Skills & Experience

Essential:

- Good basic IT skills (email, online systems, data entry)
- Strong attention to detail and organisational skills
- Good written communication skills
- Ability to work independently and manage time effectively

Desirable:

- Experience using eBay or other online selling platforms
- Retail or customer service experience
- Basic photography skills for product listings
- Knowledge of postage and courier services

Personal Qualities

- Reliable and conscientious
- Customer-focused and professional
- Willingness to learn and adapt
- Able to work as part of a small team