

Job Title: Support Specialist – E commerce and In Store Auctions – Mission Thrift

Reports to: E Commerce Supervisor

Status: Part Time

Pay Rate: \$16.50 per hour

Job Description:

We are seeking a detail-oriented and organized individual to join our production team supporting the specialty sales branch of the Fresno Mission thrift stores. The two components of this position support: 1) e-commerce listings and 2) in-store auctions.

When working in the e-commerce listing support role, you will be responsible for listing products on various online platforms (e.g., eBay, Poshmark, FB Marketplace, etc.), ensuring that all product details are accurate, complete, and visually appealing. This role involves researching product information, writing engaging descriptions, uploading photos, and maintaining the online inventory. The ideal candidate will have a keen eye for detail, strong communication skills, and a solid understanding of online selling platforms.

The In-Store Auction support role is responsible for managing and facilitating in-store auction events to drive customer engagement, promote products, and enhance sales. This role requires a high level of customer interaction, organization, and attention to detail. The ideal candidate will have a passion for sales, auctions, and providing a dynamic customer experience.

Key Responsibilities:

E-Commerce Support:

- **Product Listings:** Create and manage detailed product listings across various online platforms, ensuring all information is accurate, consistent, and optimized for search.
- **Content Creation:** Write compelling, clear, and concise product descriptions, highlighting features, benefits, and key selling points.
- **Photo Management:** Ensure high-quality product images are included with listings. Edit or enhance images as needed.
- **Pricing:** Research competitive pricing and adjust product prices to stay competitive while maximizing profits.
- **Inventory Management:** Monitor and update inventory levels to ensure listings reflect real-time stock availability.
- **SEO Optimization:** Incorporate relevant keywords to optimize listings for search engines and improve product visibility.
- **Customer Support:** Respond to customer inquiries related to product details, shipping, returns, etc., in a timely and professional manner.

- **Market Research:** Stay up to date on trends, competitor listings, and changes in online marketplaces to keep listings relevant and competitive.
- **Order Management:** Monitor incoming orders and ensure timely processing and shipping.
- **Data Entry:** Accurately input product information and manage the listing catalog.

In Store Auction Support:

- Helps to plan and coordinate in-store auctions, including preparing merchandise, and ensuring all necessary promotional materials are available.
- Ensure that all auction items are appropriately cataloged and displayed for customer inspection.
- Engage with customers during auctions to provide information, answer questions, and encourage participation.
- Collaborate with the production team to ensure auction items are properly selected.
- Track sales and provide post-event reports, analyzing trends, customer feedback, and sales outcomes.
- Assist with item pick-up or delivery, ensuring smooth transitions for customers who won bids.
- Monitor and ensure that all items are properly accounted for and delivered on time.

Qualifications:

- Proven experience in online retail, eCommerce, or a similar role.
- Familiarity with online platforms like eBay, Poshmark, FB Marketplace, or Shopify is preferred.
- Strong written communication skills with an eye for detail.
- Proficiency in Microsoft Office Suite (Excel, Word).
- Basic knowledge of SEO practices for online listings.
- Experience with photo editing software is a plus.
- Ability to work independently and manage time effectively.
- Highly organized and detail-oriented.
- Problem-solving skills to handle order and inventory issues.
- A keen eye for design and product presentation.

The Fresno Mission is a faith based, nonprofit Christian organization that seeks to rescue, restore and empower others through Christ-centered communities of transformation. All employees of Fresno Mission are an integral part of this outreach ministry. Due to the nature of these types of ministries, it is required that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Employees must be in agreement with the Fresno Mission's Statement of Faith.

Please email your resume to HR@fresnomission.org No phone calls please