



JOB TITLE: eCommerce Assistant

REPORTS TO: Director of Acquisitions and eCommerce

Habitat for Humanity of Greater Los Angeles (Habitat LA) is seeking a qualified candidate to accurately photographing and posting items on our online platforms, staging paid orders for pickup, and shipping purchased items as designated by order type.

Habitat for Humanity of Greater Los Angeles has been an active affiliate of Habitat for Humanity International for more than 20 years. By providing affordable housing, home repairs, skilled construction training, financial education, and volunteer opportunities the organization has transformed millions of lives, helped stabilize communities and fostered economic vitality in the region. On average, the affiliate builds and renovates 100 homes in the Los Angeles region, ranking it among the largest affiliates nationwide.

SUMMARY OF ESSENTIAL FUNCTIONS

- Creating at least 5-8 listings online while ensuring accurate descriptions and photographs of items being sold.
- Prepare, package, and ship purchased items within 2-3 days from purchase and ensuring proper tracking information is provided.
- Items sold online and selected for pickup are pulled and staged in the order they are received.
- Capturing an accurate inventory of all items for eCommerce and maintaining a well-organized eCommerce area.
- Ensures posting accurate descriptions and photographs of items being sold online to follow eBay Seller Guidelines (including eBay VeRO Program) and ReStore Online Guidelines.
- Sold items must be safely packaged and shipped to buyer within 2-3 business days of receiving order (applies to qualifying shippable orders).
- Items selected for pickup are pulled and staged as they are received while accurately changing order status to notify customers of their order status.
- Considers shipping cost by item type to select the most effective shipping method and shortest time of arrival to meet or exceed customer expectations.
- Reply to customer inquiries in a timely manner (24-48 hours) to maintain a high-response rating on all online selling platforms.
- Routinely researches competitor or current retail pricing to in order to maintain competitive pricing online and profitability.
- Ensures proper inventory count of items owned to accurately reflect number of items listed online in order to be able to provide the best customer purchase experience possible.
- Available to work occasional weekdays or weekends (outside of normal work hours) as needed for support of special events or donation pickup
- Support all HFHGLA events.

Visit us at: www.habitatla.org

Employment is contingent upon completion of a satisfactory background check and drug screen

**Habitat for Humanity of Greater Los Angeles is an Equal Employment Opportunity employer. Applicants are considered without discrimination with regard to race, color, religion, sex, national origin, age, disability or other protected status and will consider qualified applicants with criminal histories in a manner consistent with the [Los Angeles Fair Chance Initiative for Hiring](#).*



Building a Greater Los Angeles

SUMMARY OF JOB QUALIFICATIONS

- Recommended two plus years' experience as eBay Seller/User and a strong understanding of eCommerce.
- High School diploma required.
- A valid driver's license and proof of insurance required.
- Clean DMV record & Forklift certifiable
- An understanding of Habitat for Humanity and commitment to its mission

Bi-Lingual (English and Spanish) not required but preferred. This is full-time position. Work schedule is Monday - Sunday, 8:30 am – 7:30 pm. Position requires local travel in the normal course of performing job duties with mileage reimbursement. Must have access to reliable transportation to perform job duties, valid driver's license and meet the state required amount of personal automobile liability insurance.

BENEFITS AND COMPENSATION: We offer a full benefits package: medical, dental, and vision coverage; life and AD&D insurance; vacation and sick leave; holidays; flexible spending accounts; and 401(K) retirement plan and employee discount in our ReStores.

Compensation: DOE



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