



# eCommerce Champion

## Volunteer Role



### Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 125-year history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of jobseekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That is why 88¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

### Mission

Goodwill empowers people to discover their potential and adapt for the future through the power of work.

### Definition: eCommerce Champion

A volunteer willing to engage in a key function of the donation cycle, adding critical goods production capacity in support of Goodwill's online auction platform. This role helps to maximize sales in support of the employment services and programs we provide to our community.

### Essential Tasks

Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. Volunteers may perform some or all of these duties.

- Photograph items, ensuring proper lighting, cleanliness and item markings/defects are shown
- Assist with research to verify authenticity, value, age, etc.
- Write detailed, accurate, creative item descriptions to maximize visibility
- Assist in the selection of products
- Categorize items to indicate those listed, vs. those ready for shipment
- Assist in the packaging/shipping process
- Ensure accurate scanning of books is completed

### Qualifications and Skills

- Proficiency in Windows and Office environments
- Knowledge of digital camera use and ability to take high quality digital photos
- Strong internet research skills
- Exceptional writing, grammar, and spelling skills
- Ability to write creative descriptions to capture attention
- Knowledge of unusual, valuable, or collectible merchandise is a plus
- Ability to lift up to 25 pounds

### Work Environment

This opportunity operates in a retail and warehouse production environment. Volunteers should wear closed-toed shoes, such as tennis shoes or work boots, jeans, and a comfortable top.

## Commitment Requirements

Ongoing volunteers (including those completing Community Service hours) are required to commit to a minimum **cumulative** 20-hour commitment in a three-month period. Each shift must be a minimum of two hours in duration.

The 20-hour cumulative minimum requirement does not apply to one-time volunteer group events.

## Screening Requirements

A background check is required for ongoing volunteers at our retail locations.

This requirement does not apply to one-time volunteer group events.

## Training and Orientation

In-person training and orientation will be provided at your first shift.

*This Volunteer Position Description is for an opportunity with Goodwill of Western Missouri and Eastern Kansas. This is a volunteer position only. More information on our volunteer program and volunteer policies may be found at [www.mokangoodwill.org](http://www.mokangoodwill.org) and by contacting [gvolunteer@mokangoodwill.org](mailto:gvolunteer@mokangoodwill.org).*

