



Online Seller for the DCA Thrift Shop Job Description

JOB TITLE:	Online Seller
REPORTS TO:	Thrift Shop Manager and DCA Executive Director
TYPE:	Seasonal, part-time and hybrid
SEASON:	September 2024 – November 2024
HOURS:	Maximum of 20 hours per week
HOURLY RATE:	\$20/hr
APPLY:	careers@dariendca.org

The [Darien Community Association](#) is a non-profit organization that values:

- **Learning.** We offer classes, workshops, speaker lectures and author visits, and we award tens of thousands of dollars in scholarships to Darien High School students every year.
- **Green Spaces.** We built a Bird Sanctuary and Nature Trail that winds through four acres of native plants and flowers, we maintain our 100-year-old Greenhouse, and we tend to our formal garden, which was designed by one of the first female landscape architects in the country.
- **Community.** We forge connections through shared experiences, we support the health and wellbeing of our community by fostering a sense of belonging and creating a strong support network, and we celebrate diversity in our community, our board, and our staff, ensuring that all feel welcome, respected, and included at the DCA.
- **Sustainability.** We rescue thousands of items from landfills every month at the DCA Thrift Shop.

The DCA relies on sales revenue from the brick-and-mortar Thrift Shop to serve our community and care for our historic properties. Online sales is an area of increasing opportunity for the Thrift Shop, as we have a large amount of inventory – from boutique clothing items to heirloom china to precious collectibles to one-of-a-kind accessories – that can be offered on specialized sites to maximize profits.

Primary Responsibility

Manage the selling of goods online via third party sites like eBay, Facebook Marketplace, Real Real, etc.

Job Description

- **Listing Products:** A crucial aspect of the job is creating attractive and informative listings for parts. This includes researching the product (maker, brand, country of origin, year, etc.), writing compelling product descriptions, uploading high-quality images, and setting competitive prices.
- **Customer Service:** Providing excellent customer service is essential. This involves promptly responding to inquiries, resolving issues, and ensuring customer satisfaction to maintain positive feedback and ratings.
- **Marketing and Promotion:** Actively promoting listings to increase visibility and attract more buyers. This may involve using online promotional tools, optimizing listings for search engines (SEO).
- **Order Fulfillment:** Managing the logistics of order processing, which includes packaging items securely, ensuring timely shipping, and providing tracking information to buyers.
- **Monitoring Competitor Activity:** Keeping an eye on competitor listings and pricing strategies to adjust own listings accordingly and stay competitive.
- **Feedback and Ratings:** Encouraging buyers to leave positive feedback and ratings, as these can significantly impact sales. Handling any negative feedback professionally and attempting to resolve any issues with dissatisfied customers.
- **Market Research:** Continuously researching market trends, popular products, and customer preferences to identify new selling opportunities and adjust strategies.
- **Financial Management:** Handling financial aspects to ensure profitability after all expenses (e.g., commission taken from 3rd party sites, packaging, shipping, etc.)
- **Compliance and Policies:** Adhering to online policies and guidelines, including those related to listing practices, seller standards, and legal requirements.

SEASONAL EMPLOYMENT

This position will be offered for a 3-month season from September 1, 2024 to November 30, 2024. During that time, the online sales revenue target is \$2,000 per week.

A successful Online Seller will be proactive, detail-oriented, and adept at both marketing and customer service. They will leverage online platforms features effectively to maximize visibility and sales while maintaining a high level of professionalism and reliability.

The DCA may be interested in extending employment beyond November 30, 2024 if the Online Seller meets our expectations and is a good fit with our team.

EQUAL OPPORTUNITY EMPLOYER

The DCA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, age, sexual orientation, gender identity, national origin, veteran or disability status.