**Job Description**

**EBay Administrator**

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| **Job Details** |

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| Reporting to: Car Spares Manager |  | Date: 1st February 2018 |

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| Department: Car Spares / Metal Recycling |  | Location: Wokingham  |

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| Responsible for: Sales of Car spares on E Bay |

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| **Job Summary** |

As an eBay Sale Administrator you will be required to assist in the imaging, cataloguing and listing of car parts, and support the administration of online auctions.

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| **Key Responsibilities** |

* Uploading parts for sale to eBay using our stock control
* Fielding incoming enquiries calls from customers as required, by both e-mail and phone
* Understanding the administration of the eBay site and the interaction with our own practices
Action web based requests, as required
* Imaging car parts and upload onto online auction sites
* Prioritising workload in liaison with line manager
* Adhering to internal administration processes and identify areas for improvement
* Supporting team spirit to ensure sharing of knowledge, ideas and skills
* Liaising with other internal departments as required, to achieve successful outcomes
* Responding to customer queries in a timely and professional manner
* Ensuring every customer is treated fairly and individually
* Understanding of eBay customer expectations / feedback
* Achieving company defined customer service standards
* Maintaining customer information/database, observing confidentiality and security
* Understanding and compliance with Company safety standards and procedures
* Checking components, quality of components
* Adhering to online auction procedures and policies
* Uploading all parts to auction sites as directed by line manager, with good quality descriptions
* Meet “loading” targets as set by Line Manager
* Deal with all customer contact applying best practice customer service
* Any other reasonable task required by the company

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| **Key Skills**  |

* Sales and customer service experience (ideally gained within a parts-sales/online environment/ automotive industry)
* Photography and digital camera experience
* Good standard of literacy and numeracy
* Highly computer literate with good keyboard skills
* Good time management skills, to ensure workloads are completed
* Good oral and written communication skills
* Impeccable attention to detail including producing good quality photographic images produced as required
* Ability to work to a high level of accuracy with particular attention to detail
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise
* Ability to work as part of a small team
* Good product knowledge

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| **Health and Safety** |

* To ensure that all personnel, equipment and practices comply with Health and Safety requirements
* To liaise with safety representatives and the Health and Safety department to ensure that Health and Safety initiatives are implemented
* To follow all risk assessments and method statements
* Report all accidents, incidents, and near misses
* To ensure compliance with the full company health and safety policy

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| **Working Environment** |

* To maintain all areas to the highest standards of housekeeping at all times
* To monitor, report and progress all damage to the fabric of the plant and equipment
* To ensure that the equipment is operable and maintained according to the Preventative Maintenance Schedule
* Undertake pre-checks as required for all work equipment
* Deal with any spilt material and product in accordance with spill procedures.

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| **Compliance** |

* To follow all quality, safety and environmental policies
* To ensure compliance to all objectives for continuous improvement
* To complete any paperwork required, either electronically or in paper format and return it to the office.
* To follow written and verbal instructions given; including any written procedures and processes as relevant to your area of operation.
* To attend any training required, and read any information and newsletters issued to you.

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| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

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| Name:  |  | Date:  |

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| Signature:  |

**Manager:**

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| Name:  |  | Date:  |

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| Signature:  |