**Job Description**

**EBay Administrator**

|  |
| --- |
| **Job Details** |

|  |  |  |
| --- | --- | --- |
| Reporting to: Car Spares Manager |  | Date: 1st December 2013 |

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

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

|  |
| --- |
| **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.

|  |
| --- |
| **Key Responsibilities** |

**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

**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

|  |
| --- |
| **Confirmation** |

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

**Job Holder:**

|  |  |  |
| --- | --- | --- |
| Name: |  | Date: |

|  |
| --- |
| Signature: |

**Manager:**

|  |  |  |
| --- | --- | --- |
| Name: |  | Date: |

|  |
| --- |
| Signature: |