



E-Commerce Internship Job Description, Fall 2020

- Colorado In-Office Opportunity
- Unpaid

Our Mission: Friendship Bridge is a nonprofit social enterprise creating opportunities for Guatemalan women to build a better life. We provide microfinance, education, and preventive health services to help clients build resilience and pursue opportunities. We call this Microcredit Plus. Products and services are provided based on each client's level of individual development. Our Client Continuum strategy guides this process.

Position Summary: This position is developed to lend support to the Development and [Handmade By Friendship Bridge](#) (Artisan Program) team with e-commerce activities. The position will assist with order fulfillment and processing, marketing, and customer service.

Location: Our U.S. Headquarters are located at 405 Urban St. in Lakewood, Colorado. This position will involve in-office work.

Time Commitment: 20 hours/week from October 5 - December 11, 2020. Weekly schedule is subject to change in regards to pandemic compliance regulations.

Specific Duties:

- Order fulfillment and shipping: Organize, audit, and maintain all product inventory and sales records and build new assortments for our subscription boxes.
- CRM Management: Maintain shopper data entry and transaction logs.
- Customer Service: Answer phone calls and support shoppers in completing purchases from the online store. Take part in teleconference meetings with management and committees.
- Marketing: Assist with Handmade By Friendship Bridge Live online events, including, but not limited to, production meetings, event promotions, online store web page maintenance on Squarespace, and occasional live appearances.

Required Skills:

- Strong oral and written communication skills.
- Good with technology and quick to learn new online tools.
- Customer service experience.
- Ability to work independently with good organizational skills.
- Flexible to assist with other duties as needed.

Desired Skills:

- Spanish proficiency is ideal, but not required.
- Understanding of the international development field, specifically that of microfinance.
- Good understanding of confidentiality, data protection, and customer service.

Training: Training for this role will be conducted on an individual basis with the Development Associate and with the Handmade by Friendship Bridge Manager.

Other: We offer a flexible internship with the ability to fit your educational needs and earn school credits.

Learn more at www.friendshipbridge.org and www.handmadebyfriendshipbridge.org