



## Seasonal E-Commerce Assistant Job Description, Fall 2020

- Lakewood, Colorado In-Office Opportunity
- Paid: \$12/hour
- Contracted position October-December 2020
- 10 hours per week for a total of 40 hours per month

**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:** 10 hours/week from October - December 31, 2020.

Weekly schedule in Lakewood, CO office will be: 3-4 days per week, 10 hours per week max. Monday or Tuesday: 4 hours / Wednesday: 3 hours / Thursday: 3 hours. Schedule is subject to change in regards to pandemic compliance regulations and fluctuations in holiday shopping.

### **Specific Duties:**

#### Handmade by Friendship Bridge:

- Process all Handmade by Friendship Bridge online orders from the Lakewood, Colorado inventory center including packing, shipping, postage, mailing, and order entry.
- Build new assortments for subscription boxes.
- Organize, audit, and maintain all product inventory and sales records.

### CRM Management:

- Maintain shopper data entry and transaction logs.

### Marketing:

- Assist with Handmade By Friendship Bridge Live online events, including, but not limited to, production and inventory meetings with team, event promotions, online store web page maintenance on Squarespace, and occasional live appearances.

### **Required Skills:**

- Strong oral and written communication skills.
- Experienced and good with technology.
- Quick understanding to learn new online platforms and tools.
- Detail-oriented.
- Customer service experience.
- Comfortable working in a team environment.
- 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:** Position is a contracted seasonal position and does not offer benefits.

Learn more at [www.friendshipbridge.org](http://www.friendshipbridge.org) and [www.handmadebyfriendshipbridge.org](http://www.handmadebyfriendshipbridge.org)