

Job Title: E-commerce Associate

Department: Livelihoods

Reports To: Chief Operations Officer

Location: Mumbai (Goregaon) | On-site

Employment Type: Full-time

About Veruschka Foundation

Veruschka Foundation empowers individuals with developmental disabilities to become contributing members of society through the power of food. Using cookery as a medium, the organisation provides sustainable livelihood opportunities and promotes independence through entrepreneurship, mainstream employment, and life skills development.

Website: <https://theveruschkafoundation.org>

Purpose of the Role

As Veruschka Foundation expands its livelihood initiatives, the E-commerce Associate will play a vital role in building and managing our digital presence to drive sales and visibility for products created by individuals with disabilities. This role involves end-to-end management of our online marketplace listings (Amazon, etc.), coordinating inventory and logistics, optimising product content, tracking sales performance, and supporting customer engagement. The Associate will also contribute to improving digital marketing efforts and enhancing the online customer experience, ensuring that our mission of inclusion is reflected in every interaction.

Key Responsibilities

1. Manage Product Listings and Catalogue

- Create, upload, and optimise product listings on website and platforms like Amazon etc
- Ensure accurate and engaging descriptions, titles, images, and tags

2. Oversee Order Fulfilment and Inventory

- Coordinate with kitchen, packaging, and dispatch teams for timely deliveries
- Monitor stock levels and update listings based on availability

3. Enhance Customer Experience

- Track customer queries, reviews, and feedback to improve post-sale service
- Resolve issues promptly to maintain high satisfaction and trust

4. Analyse Performance and Optimise Strategy

- Review key metrics like sales trends, conversions, and bounce rates
- Implement insights to refine listings, pricing, and customer engagement.

5. Collaborate with Internal Teams

- Work with the Communications team on promotional content and campaigns.
- Liaise with the Finance and Programmes team for reporting and donor updates

6. Stay Updated on E-commerce Best Practices

- Research industry trends and competitor activity to stay relevant
- Recommend improvements for platform optimisation and user journey.

Key Requirements

Education

- Bachelor's degree in Marketing, E-commerce, Business, or a related field

Experience

- 1–2 years (minimum), relevant experience in handling e-commerce platforms, preferably Amazon
- Prior experience in managing brands on marketplaces is preferred

Skills and Knowledge

- Strong written and verbal communication skills in English and attention to detail
- Familiarity with order management systems, listing tools, and basic analytics
- Strong interpersonal and relationship-building skills
- Proficiency in MS Office (Word, Excel, PowerPoint), Google Workplace, Canva etc
- Ability to synthesise large amounts of information into clear, compelling content
- High attention to detail and Process-orientation

- A keen eye for customer experience and digital storytelling
- Passions for working in the social impact space is a strong advantage.

Desired Attitude and Mindset

- Strong sense of ownership and ability to work independently
 - Resilient and not easily discouraged by setbacks
 - Deadline-oriented with effective self-planning and follow-through
 - Curious and open to learning, with a growth mindset
 - People-centric, empathetic, and confident in external interactions
 - Innovative and willing to explore new fundraising strategies and sources
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Collaboration and Stakeholder Interaction

The Fundraising Associate will closely work with:

- **Internal:** Chief Operations Officer, Programme Managers, Programme Officers, Livelihoods Lead, Volunteers/ Interns
 - **External:** E-commerce platforms, Courier/Logistics partners, Customers, Donor partners (reporting metrics as needed), Grant Writer (Consultant)
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Why Join Veruschka Foundation?

At Veruschka Foundation, we empower individuals with intellectual disabilities through a unique culinary-based model that blends disability advocacy, skill-building, and livelihood creation. As we grow, we offer our team:

- A chance to build systems from the ground up in a dynamic, scaling organization
- Opportunities to lead, problem-solve, and make decisions
- A diverse, collaborative team culture with professionals from multiple sectors
- A positive, supportive work environment with strong mentorship and leadership access
- Regular team bonding activities, an open-door policy, and an emphasis on personal growth