

## Volunteer Opportunity: Venture Digital Store Operations Lead

### Job Description: Digital Store & Operations Volunteer

**Entity:** LA TEDO FOOD (A venture Initiative of VISO Uganda)

**Location:** Remote / Gulu City, Uganda

**Duration:** 6 Months with possibility of extension.

**Reporting to:** Director

### Role Overview

We are seeking a tech-savvy and organized volunteer to manage the day-to-day digital operations of **LA TEDO FOOD**. Your primary mission will be to ensure our online store runs smoothly, our Northern Ugandan flavors reach a global audience, and our smallholder farmer partners see the impact of their hard work through consistent sales.

### Key Responsibilities

- **Store Management:** Maintain the online store backend, ensuring product descriptions, inventory levels, and prices are accurate.
- **Order Fulfillment:** Monitor new orders, coordinate with the production team in Gulu for packaging, and update customers on shipping status.
- **Customer Engagement:** Respond to inquiries via email and WhatsApp, providing excellent service to domestic and international buyers.
- **Digital Marketing:** Help create simple social media posts or email newsletters to drive traffic to the "Start Shopping" section of the website.
- **Payment Tracking:** Assist in monitoring payments through gateways (like Flutterwave/PayPal) to ensure transactions are successful.

### Requirements & Skills

- **Tech Comfort:** Familiarity with e-commerce platforms and basic website navigation.
- **Communication:** Strong written English skills for professional emailing and customer support.
- **Passion for Impact:** A genuine interest in sustainable agriculture, fair trade, and the development of Northern Uganda.
- **Reliability:** Ability to commit 5–10 hours per week to check the store and respond to customers.
- **Proactive Learner:** Since we are in a growth phase, a "can-do" attitude to solving small technical or logistical hurdles.

### What You Will Gain

- **Real-World Experience:** Hands-on experience managing a live international e-commerce social enterprise.
- **Social Impact:** The knowledge that your work directly increases the income of smallholder farmers in Gulu.
- **Certificate of Service:** A formal recommendation and certificate from VISO Uganda upon successful completion of the term.
- **Networking:** Connection to the VISO-UG team and the broader Ugandan agricultural development sector.

### How to Apply

Please send your **CV** and a **brief statement of interest** (max 1 page) to [info@viso-ug.org](mailto:info@viso-ug.org). Ensure to specify the subject line of the email as **"Digital Store Operations products Lead"**. Applications will be reviewed on a **rolling basis** until a suitable candidate is found.