GOODWILL INDUSTRIES – KNOXVILLE, INC. JOB DESCRIPTION

Retail Floater- JOB # NS536

DEPARTMENT: Retail

EMPLOYMENT STATUS: Full Time/Non-Exempt/Hourly

REGULAR WORK SCHEDULE: Schedule will vary between store hours of operation, currently ranging 8:00 – 7:30 Monday-Saturday

and 11:00-7:00 on Sunday or as needed: May work any schedule or location as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for assisting in Retail Locations.

SUPERVISION RECEIVED: Moderate: Works under the direct supervision of the Retail/Production Coordinator or VP of Retail and Production

SUPERVISION EXERCISED: Supervises staff when needed in Retail stores.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for assisting in Retail stores.

- a. May need to open or close a retail store, ensuring all opening and closing paperwork is completed.
- b. May need to supervise employees while working at a retail store
- c. Ensure sales floors are full of fresh merchandise.
- d. Clean the inside and outside of the store to attract customers and donors.
- e. Track progress toward goals, objectives at a retail store.
- f. Complete all reports and requested information in a timely manner.
- g. May be needed to train new managers on production, opening/closing duties and opening/closing paperwork.
- h. Address all staff, customer and participants concerns or issues in a timely and productive manner.
- i. May assist in the set up new stores or help relocate stores.
- j. Attend manager trainings and in-service meetings.

Provide a good role model to all staff and participants by following organizational policies and procedures.

Responsible for completing cleaning, organization and minor repair projects within GWIK's retail locations as assigned by the Retail/Production Coordinator or the VP of Retail and Production.

- a. Ensuring that all GWIK retails stores are clean, organized, and pleasant for both staff and customers.
- b. Set-up of new and expanded store locations.

ANNUAL PERFORMANCE STANDARDS:

POINTS KANGE	STANDARD
0-50	Retail Assistant Goals. Completes all paperwork and other assignments as required by this job description in a timely manner and without errors as per GWIK and CARF requirements. Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the organization's reputation. Willingness to work whenever needed. Takes initiative to build staff/Participant loyalty.
0-25	Housekeeping/Safety/Clean Work AreaMaintaining a clean a safe environment for staff and Participants, Minimizing accidents by ensuring a hazardous-free environment, maintaining a clean, organized and pleasant working environment, for everyone at the facility. Completes all paperwork and other assignments as required by this job description in a timely manner and without errors as per GWIK and CARF requirements.
0-25	Communications/Promoting TeamworkEnsures effective communication occurs between departments and the District Managers. Provides accurate information to staff working in the department. Fosters goodwill and motivation with all staff, extended employees and Participants. Maintains a positive demeanor at all times. Open to new ideas or changes.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prior experience in retail sales/production preferred. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS:

Not part of regular duties

LANGUAGE SKILLS REQUIRED: Level 2

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees.

MATHEMATICAL SKILLS REQUIRED: Level 2

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY REQUIRED: Level 2

Ability to apply common sense understanding to carry out detailed but uninvolved written and/or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS:

This is a MEDIUM position (exert up to 25 lbs. of force occasionally and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects).

AMOUNT OF TIME IN JOB

	None	Occasionally Fr	Constantly	
Standing				X_
Walking			_X_	
Sitting		X_		
Using hands to feel or handle				X_
Reaching with hands and arms				X_
Climbing or balancing		X_		
Stooping, kneeling, crouching, or crawling			X_	
Twisting, bending, and turning			X	

VISUAL REQUIREMENTS: None

ENVIRONMENTAL CONDITIONS:

Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate to loud.

DISCLAIMER:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Revised 11/20; Reviewed 10/19; Revised 10/18; Revised 10/17; Revised 11/16; Revised 10/15; Reviewed 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Reviewed: 12/07; Reviewed 4/06