

**GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION**

Production Truck Helper – NO513

DEPARTMENT: Production
EMPLOYMENT STATUS: Full-Time/Non-Exempt/Hourly

REGULAR WORK SCHEDULE: 8-4:30 Monday-Friday (May include Saturdays and Sunday or past 4:30)

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for assisting the Truck Driver to safely load and unload product being transported.

SUPERVISION RECEIVED: Moderate: works under the direct supervision of the Truck Driver, Production Supervisor and/or Production Coordinator.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for assisting with the functions of the Production department by assisting the Truck Driver In the transport of product.
 - a. Follows instructions being given by the Truck Driver Production Supervisor and/or Production Coordinator.
 - b. Ensures that products being loaded and unloaded into the truck are not damaged during the process.
 - c. Provides excellent customer service at all times to co-workers, customers, donors, and the general public.
 - d. May work in the warehouse when not assigned to work on the truck.
 - e. May be trained to operate the forklift or other industrial equipment such as a baler or pallet jack.
2. Responsible for maintaining a safe work environment at all times.
 - a. Ensures that the dock area, the truck and outside of the building are clean and safe prior to loading and unloading product into the truck.
 - b. Ensures that the truck is parked, turned off and wheel chocks are in place prior to loading or unloading product.
 - c. Ensures that all equipment being utilized (i.e. pallet jack, safety cutter, forklift) are being used correctly and according to safety guidelines.
 - d. Reports any unsafe conditions to the Truck Driver, Production Supervisor and/or Production Coordinator immediately.
 - e. Follows all safety rules and regulations as outlined in the Transportation Manual when riding in the truck at all times.
 - f. Wearing required personal protective equipment (PPE) at all times.
3. Responsible for working as a member of the team in the Production department at the Middlebrook Facility.
 - a. Being on time and ready to work as scheduled. Maintaining satisfactory attendance and punctuality for themselves based on GWIK policies and procedures.
 - b. Attending staff meetings and in-service trainings (as requested by the Production Coordinator) to review program operations, new policies, procedures and paperwork, facility issues, and other location/program concerns.
 - c. Working with the Truck Driver Production Supervisor and/or Production Coordinator to create solutions for identified problems and to implement solutions within the facility.
 - d. Providing a good role model to all staff and Participants by following organizational policies and procedures.
4. Responsible for working to achieve production goals in accordance with the Production facility Departmental Goals, tracking weekly, monthly and quarterly goals and goal accomplishments as requested.
5. Responsible for reviewing and learning the policies and procedures contained within the Personnel and Transportation Manual.
6. Responsible for working under the direct supervision of the Truck Driver. Production Supervisor and/or Production Coordinator to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by the Truck Driver, Production Supervisor and/or Production Coordinator.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-50	Truck Helper Goals/Requirements-- Provides Department with properly loaded and unloaded product on a daily basis. Assumes responsibility for own actions, for the department, and for production output and works towards solutions to problems as they arise. Takes initiative to complete tasks without being asked. Always takes steps to improve the organization’s reputation. Willingness to work whenever/wherever needed.
0-25	Vehicle Safety/Safety Consciousness/Flexibility --Maintaining a clean and safe vehicle, minimizing accidents by following all GWIK safety policies and procedures. Ability to handle numerous tasks/duties, prioritize appropriately, and willingness to change schedule as need arises.
0-25	Customer Service—Providing excellent customer service to all staff, Donors and Participants and creating a

	positive image for the Operations Department and GWIK. Good listening skills and remains calm when confronted with problems. Takes initiative to build staff and customer loyalty.
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REQUIRED TECHNICAL SKILLS/ABILITIES: None. May be trained to operate the forklift.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENT: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS: None

LANGUAGE SKILLS REQUIRED: Level 1

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

MATHEMATICAL SKILLS REQUIRED: Level 1

Ability to add and subtract two- digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

REASONING ABILITY REQUIRED: Level 1

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

PHYSICAL DEMANDS: This is a HEAVY position (exert up to 100 lbs. of force occasionally, and/or up to 50 lbs. of force frequently, and/or up to 20 lbs. of force constantly to move objects)

AMOUNT OF TIME IN JOB

	None	Occasionally	Frequently	Constantly
Standing	___	___	<u> X </u>	___
Walking	___	___	<u> X </u>	___
Sitting	___	<u> X </u>	___	___
Using hands to feel or handle	___	___	___	<u> X </u>
Reaching with hands and arms	___	___	___	<u> X </u>
Climbing or balancing	___	___	<u> X </u>	___
Stooping, kneeling, crouching, or crawling	___	___	<u> X </u>	___
Twisting, bending, and turning	___	___	<u> X </u>	___

VISUAL REQUIREMENTS: Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

ENVIRONMENTAL CONDITIONS: Wet or humid conditions, moving mechanical parts, works in high precarious positions, traffic conditions, exposure to fumes or airborne particles, outdoor weather conditions, risk of electrical shock, vibrations.

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.