

GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION
Assistant Store Manager – JOB # NS620

DEPARTMENT: Retail/Sales

DISTRIBUTION DATA: 726001

EMPLOYMENT STATUS: Full Time/Non-Exempt/Regular

REGULAR WORK SCHEDULE: 8:45 a.m.–6:15 p.m. Monday–Saturday; 12:45 p.m.–5:15 p.m. Sunday
May work any schedule or at any location, as needed.

SALARY WAGE GRADE/RANGE: _____

REPORTS TO: Store Manager and/or Vice President of Sales

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for assisting the Store Manager in the day-to-day operations of the retail facility. Supervises staff, volunteers, community service workers, etc. in the absence of the Store Manager.

SUPERVISION RECEIVED: Close. Store Manager supervises daily; in absence of Manager, appropriate Vice President supervises.

SUPERVISION EXERCISED: In the Store Manager's absence, the Assistant Manager supervises all retail personnel including Sales/Production Associates, Production Trainer, and Clients assigned to the Production area and Store.

MINIMUM EDUCATION REQUIREMENTS: HS diploma or GED equivalent plus 6 months to 1 year related experience and/or training.

RETAIL STORE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Responsible for ensuring store meets all Sales goals.
 - 1. Responsible for the accuracy of cash register entries; no excess overages/shortages.
 - 2. Responsible for maintaining excellent and courteous relations with customers in the retail store and for providing good customer service when receiving donations.
 - 3. Responsible for assisting in the departmentalized stocking of the retail store from direct donations and for assuring store orderliness.
 - 4. Responsible for assisting keeping display fixtures neat and orderly.
 - 5. Responsible for the operation of the cash register including ringing-up of purchases by appropriate department, handling cash, checks, and credit card sales, and providing correct change.
 - 6. Responsible for maintaining records regarding tax exempt sales, sales tax, employee discounts, bank deposits, sales reports, production reports, donation slips, warranties, etc., as they occur.
 - 7. Responsible for being aware of the production and store's goals and objectives and for assisting in the attainment of these goals.
- B. Responsible for assisting ensuring production is completed properly, that adequate saleable merchandise is placed into the store, and that the store is kept neat and clean in order to encourage sales.
 - 1. Responsible for meeting retail production goals (based on donation count).
 - 2. Responsible for increasing donations from customers and assist in overall responsibility for meeting donation goals.
 - 3. Responsible for writing receipts for donations to be given to the donor and ensuring that the donation is transported to the production area for processing. Also responsible for assisting in the production of donations into saleable form and preparing non-saleable donations for return to the Middlebrook facility.
 - 4. Responsible for maintaining a clean and orderly production area with safety practices enforced.
 - 5. Responsible for developing good customer service relationships in order to meet sales/donation goals.
 - 6. Responsible for coordinating the shipment and movement of merchandise with the truck drivers.
 - 7. Responsible for collecting statistics, donation receipts, etc., to maintain accurate statistical information.
- C. Responsible for being knowledgeable of all GWIK Personnel and Sales policies including the sick and vacation leave policies, dress code, merchandising policy, payroll, job descriptions, and store and production paperwork.
- D. Responsible for obeying all the health and safety rules while working at the retail facility.
 - 1. Overseeing the production area to ensure that the work area and all those working in the area are doing so in a safe manner.
 - 2. Reporting immediately any accidents or Worker's Compensation injuries to the Human Resources department and completing the proper paperwork.
- E. Responsible for assisting the Store Manager and Assistant Store Manager in the supervision of assigned workers (volunteers, community service workers, etc.), as needed.
- F. Responsible for maintaining satisfactory attendance and punctuality based on Goodwill Industries-Knoxville, Inc. (GWIK) policies.
- G. Responsible for working any shift, as scheduled.
- H. Responsible for working cooperatively with the Employment, Training & Rehab and all other GWIK staff to ensure the success of all GWIK functions and operations.
- I. Responsible for working under the direct supervision of the Store Manager to accomplish all departmental duties and responsibilities, including all other duties as assigned by the Store Manager and/or Assistant Store Manager.

ASSISTANT MANAGER ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Responsible for assisting the Store Manager in day-to-day activities. In the Store Manager’s absence, assumes responsibilities for day-to-day activities.
 - 1. Tracking goals and objectives for the store and production area and the degree of attainment.
 - 2. Completing all required paperwork and ensuring compliance with all Goodwill Industries-Knoxville, Inc. (GWIK) and CARF requirements. This includes, but is not limited to, daily sales reports, weekly sales reports, appliance warranty forms, incident reports, accident reports, and disciplinary action reports.
 - 3. Managing employees and the store in such a way as to consistently meet or exceed sales and production goals.
 - 4. At stores with Satellite offices, working with the Production Trainer in the production area to ensure that Clients are scheduled appropriately, addressing Client problems in the production area, and ensuring that each Client has received the proper training in the production area in processing donations.
 - 5. Maintaining accurate attendance records on all employees assigned to the retail facility.
- B. Responsible for supervising Store and Production staff in the absence of the Store Manager.
 - 1. Holding staff accountable for all assigned job duties as outlined in their job descriptions or as assigned by the Store Manager.
 - 2. Being knowledgeable of all GWIK policies regarding personnel issues including the progressive discipline policy, sick and vacation leave policies, dress code, grievance procedures, merchandising policy, payroll, job descriptions, and performance reviews.
 - 3. Training all staff in regards to GWIK policies and procedures, store and production paperwork and expectations of their position.
- C. Responsible for enforcing all Goodwill Industries – Knoxville, Inc. Personnel and Sales policies and procedures, as per the Personnel and Sales Manuals.
- D. Responsible for the health and safety of all employees and Clients assigned to the retail facility.
 - 1. Overseeing the production area to ensure that the work area and procedures are conducted in a safe manner.
 - 2. Reporting immediately any accidents or Worker’s Compensation injuries to the Human Resources department and completing the proper paperwork.
- E. Responsible for developing good customer service relationships in order to meet sales/donation goals.
- F. Responsible for ensuring production is completed properly, that adequate saleable merchandise is placed into the store, and that the store is kept neat and clean in order to encourage sales.
- G. Responsible for using and understanding available computer applications to complete reports/payroll information. Must be able to teach other staff how to use required applications/programs.
- H. Responsible for coordinating activities with other department heads in the absence of the Store Manager.
- I. Responsible for completing necessary paperwork in the absence of the Store Manager including daily, weekly, monthly reports accurately and submitting them in a timely manner.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-30	Sales Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months
0-20	Promoting Teamwork/Leadership: Supports Store Manager and Goodwill policies with all staff Provides leadership in the absence of the Store Manager. Fosters goodwill and motivation with all staff. Maintains a positive demeanor at all times. Open to new ideas or changes. Provides good leadership in the absence of the Store Manager.
0-20	Production Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months
	Initiative: Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the store’s appearance. Willingness to work whenever needed. Takes initiative to build customer base and loyalty. Takes initiative to promote safety/security consciousness.
0-10	Paperwork Management--Completes all paperwork as required by this position (i.e., daily sales reports, over/shortage reports, timecards, etc.) in a timely manner and without errors as per GWIK and CARF requirements. Knows and uses available Computer applications regularly to maximize efficiency. Able to teach other staff how to use required applications/programs.
0-10	Housekeeping/Safety--Maintaining a clean and safe environment for employees, customers and Clients, minimizing accidents by ensuring a hazardous-free environment, maintaining incident-free Housekeeping Inspections, maintaining a clean and pleasant shopping environment for customers.
0-10	Customer Service--Providing excellent customer service to all store visitors/customers creating a positive image for the Store and all other GWIK programs, minimizing customer complaints.

REQUIRED TECHNICAL SKILLS/ABILITIES: **REQUIRED TECHNICAL SKILLS/ABILITIES:** Must have prior experience working with cash registers, making bank deposits, balancing daily sales with deposit slips, handling cash and supervising employees. Must have prior experience working on computers with Word, Excel and proficiency with e-mail. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None required

MINIMUM EXPERIENCE REQUIREMENT: 6 months – 1 year related experience and/or training with an HS diploma or GED equivalent.

ACCESS TO CONFIDENTIAL INFORMATION: Has access to sales figures. At Satellites, may have access to Client case files. High level of access to confidential records at Satellites.

HANDLE ORGANIZATIONAL FUNDS: Handles all cash from daily sales; makes bank deposits.

LANGUAGE SKILLS REQUIRED: Level 3

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and employees.

MATHEMATICAL SKILLS REQUIRED: Level 3

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

REASONING ABILITY REQUIRED: Level 3

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

	AMOUNT OF TIME IN JOB			
	None	Under 1/3	1/3-2/3	Over 2/3
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>
Weight lifted or force exerted:	None	Under 1/3	1/3 – 2/3	Over 2/3
Up to 10 pounds	___	___	___	<u>X</u>
10 – 25 pounds	___	___	___	<u>X</u>
25 – 50 pounds	___	___	___	<u>X</u>
50 – 100 pounds	___	___	<u>X</u>	___
Over 100 pounds	___	<u>X</u>	___	___

SPECIAL VISION REQUIREMENTS: Must have good color vision, peripheral vision and no depth perception problems.

ENVIRONMENTAL CONDITIONS: working in wet or humid conditions, around moving mechanical parts, works in high precarious positions, exposure to fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate

OTHER SPECIAL REQUIREMENTS: Must have reliable, dependable transportation and be able to pass a pre-employment security check (when applicable).

Initial: 12/98; Reviewed 12/99; Revised 11/00; Reviewed 11/01; Reviewed: 12/01; Revised 7/03; Revised 12/03; Reviewed 6/05; Reviewed 5/06; Reviewed 12/07; Reviewed 12/08; Revised 3/09; Revised 11/09