

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

**Production Trainer – JOB # NS621**

**DEPARTMENT:** Retail/Sales

**DISTRIBUTION DATA:** 726009

**EMPLOYMENT STATUS:** Full Time/Non-Exempt/Regular

**REGULAR WORK SCHEDULE:** 9:00 a.m.–6:00 p.m. Monday–Saturday; 1:00 p.m.–5:00 p.m. Sunday

Normally works 8:00 – 4:30 Monday – Friday, but is also available to work evenings and weekends, if needed. May work any schedule or at any location, as needed.

**SALARY WAGE GRADE/RANGE:** \_\_\_\_\_

**REPORTS TO:** Store Manager

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for training Clients in the decentralized donated goods production department at Employment, Training & Rehab Centers. Work to increase the production of saleable yield into the retail facilities.

**SUPERVISION RECEIVED:** Close. Store Manager supervises daily; in absence of Manager, Assistant Store Manager supervises.

**SUPERVISION EXERCISED:** Supervises all Clients in Production training program.

**MINIMUM EDUCATION REQUIREMENTS:** HS diploma or GED equivalent plus 6 months to 1 year related experience and/or training. Extensive related work experience considered in lieu of degree.

**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 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.

**PRODUCTION TRAINER ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- A. Responsible for ensuring that production is completed properly, that adequate saleable merchandise is placed into the store, and that the production area is kept neat and clean in order to encourage donations.

1. Responsible for pre-sorting donations according to type and removes non-saleable items from yield. Moves donations to appropriate workstations for further sorting, grading and pricing.
  2. Responsible for grading textiles, wares, shoes, books, furniture, electrical/mechanical items and for building an inventory of saleable merchandise for the retail outlet.
  3. Responsible for meeting/exceeding established production goals (based on donation count).
  4. Works as a donation receiving clerk and assists the donors as needed. Provides donor with receipt and tax exempt forms.
  5. Responsible for increasing donations and for meeting goals through successful customer service.
  6. Responsible for insuring all trash and garbage is disposed of properly and that non-saleable items are stored accordingly. Assists the Truck Driver in loading the non-saleable items on the truck to be delivered to the Middlebrook facility.
  7. Responsible for maintaining a clean, organized, and safe work area.
  8. Responsible for insuring that the outside area around the retail outlet and donation drop-off site remains clean and free from donations, debris, trash, etc.
  9. Responsible for collecting statistics concerning donor count, materials collected, and production placed in the store, and for submitting a report to management on a monthly basis.
- B. Responsible for supervising and training all Clients assigned to the production area.**
1. Responsible for making all work/production assignments for Production Employees and Clients as outlined by their individual service plan.
  2. Responsible for maintaining confidentiality of Client case file information and of their participation in all Goodwill Industries-Knoxville, Inc. (GWIK) programs.
  3. Works in coordination with the Employment, Training & Rehab staff to resolve any Client issues, provide input regarding Clients' progress at the Employment, Training & Rehab monthly staffings, and develop work schedules for the Clients working in the production area.
  4. Responsible for alerting the Employment, Training & Rehab staff to any problems with the Clients working in the production area.
  5. Responsible for participating in staffings and M-Teams of Clients as requested by the Client, school system, referral source, or the Client's parents.
- C. May provide transportation for Clients, if necessary, to possible employment sites, vocational related appointments, or other GWIK facilities.**
1. Maintaining the vehicle maintenance book that indicates mileage, maintenance, insurance information, and the GWIK Transportation Manual.
  2. Operating the vehicle in a safe manner in accordance with all policies and procedures outlined in the GWIK Transportation Manual.

**ANNUAL PERFORMANCE STANDARDS:**

<b>POINTS RANGE</b>	<b>STANDARD</b>
0-30	Production Goal Attainment: Makes or exceeds Monthly Goals for the past 12 months
0-20	Sales Goal Attainment – Makes or exceeds Monthly goals for the past 12 months. Ensures that adequate saleable merchandise is on the store floor at all times.
0-20	Client Training Program: Quality and degree of success of the training offered to Clients in the training program.
0-10	Internal and External Customer Service: Providing excellent customer service to all staff/Clients/ donors creating a positive image for the store and GWIK. Exhibits good listening skills and remains calm when confronted with problems.
0-10	Promoting Teamwork/Leadership: Supports the Store Manager and Goodwill policies with all staff. Provides leadership throughout the entire Organization. Fosters goodwill and motivation with all staff (especially the ETR staff), and Clients. Complies with GWIK policies and procedures. Maintains a positive demeanor at all times. Open to new ideas or changes.
0-10	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 reputation. Willingness to work whenever needed. Takes initiative to build employee/Client loyalty. Takes initiative to promote safety/security consciousness.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Prior experience working with people with disabilities or other disadvantages; Job Coaching/Training skills.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** Must have a valid driver's license and be insurable under the Goodwill Liability Insurance Plan.

**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 all Client information and case files. High level of access to confidential information.

**HANDLE ORGANIZATIONAL FUNDS:** Not part of regular job duties.

**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 or employees.

**MATHEMATICAL SKILLS REQUIRED: Level 2**

Ability to add, subtract, multiply and divide in all units of measurement 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 4**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

**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 depth perception.

**ENVIRONMENTAL CONDITIONS:** Wet or humid conditions, 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, traffic conditions.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

**OTHER SPECIAL REQUIREMENTS:** Must be able to pass a DMV and pre-employment security check (when applicable) and comply with the GWIK Drug/Alcohol Free Workplace.

Initial: 7/96; Reviewed: 10/96; Revised: 9/97; Revised: 10/98; Reviewed: 12/99; Revised: 1/01; Reviewed: 12/01; Reviewed 12/02; Revised 7/03; Revised 12/03; Reviewed 6/05; Reviewed 5/06; Revised 12/07; Reviewed 12/08; Revised 2/09; Revised 11/09