

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

Sales/Production Associate – JOB # NS611

DEPARTMENT: Retail/Sales

DISTRIBUTION DATA: 726001

EMPLOYMENT STATUS: Full Time or Part 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 Assistant Store Manager

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for decentralized donated goods production at the retail stores and/or Satellites and for assisting customers in the selection of merchandise sold in the retail facilities.

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

SUPERVISION EXERCISED: None.

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 in ensuring that 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.
- 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.

SALES/PRODUCTION ASSOCIATE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Responsible for the production of donated goods at retail facilities.
- B. Responsible for the accuracy of sales reporting; no excess overages/shortages.
- C. Responsible for maintaining excellent and courteous relations with customers in the retail store and for providing good customer service when receiving donations.
- D. Responsible for meeting retail production goals (based on donation count).
- E. Responsible for assisting in the departmentalized stocking of the retail store from direct donations and for assuring store orderliness.
- F. Responsible for assisting in stocking the store and keeping display fixtures neat and orderly.
- G. Responsible for keeping the store stocked with saleable merchandise in an efficient manner.
- H. Responsible for maintaining a clean and orderly production area with safety practices enforced.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-30	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	Customer Service--Providing excellent customer service to all store visitors/customers creating a positive image for the Store and all other GWIK programs. Minimize customer complaints, exhibit good listening skills, and remains calm when confronted. Maintain a pleasant image with creative window/store displays.
0-20	Housekeeping/Safety--Maintaining a clean and safe environment for staff, customers and Clients, minimizing accidents by ensuring a hazardous-free environment. Maintaining a clean and pleasant shopping environment for customers.
0-15	Teamwork--Fosters goodwill and motivation with all staff. Complies with GWIK policies and procedures. Sets a good example for other employees. Maintains a positive demeanor at all times. Open to new ideas and changes. Accepts ideas and suggestions without becoming defensive.
0-15	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.

REQUIRED TECHNICAL SKILLS/ABILITIES: Must have prior experience working with cash registers, making bank deposits and handling cash.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

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

ACCESS TO CONFIDENTIAL INFORMATION: At Satellites, Sales/Production Associates have access to records/information of Clients assigned in the retail facility for training. High access to confidential records.

HANDLE ORGANIZATIONAL FUNDS: Handles cash from daily sales; may be required to make bank deposits.

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 with customers, clients, and other employees.

MATHEMATICAL SKILLS REQUIRED: Level 2

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

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: Work 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 12/01; Reviewed 12/02; Revised 7/03; Reviewed 12/03; Reviewed 6/05; Reviewed 5/06; Revised 12/07; Reviewed 12/08; Revised 3/09; Revised 11/09