

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

Store Manager I – JOB # NS640

DEPARTMENT: Retail/Sales

DISTRIBUTION DATA: 726007

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: Vice President of Sales

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for day-to-day management of the retail facility including donated goods production, retail operations, supervision and training/development of staff/ volunteers/community service workers. Maintains communication with administrative offices for support.

SUPERVISION RECEIVED: Moderate. Maintains contact with the appropriate Vice President on matters other than day-to-day activities. Periodic visits from administrative staff.

SUPERVISION EXERCISED: Supervises all store personnel including Assistant Store Manager, Sales/ Production Associate(s), Production Trainer, and Clients assigned to the Production area and Store.

MINIMUM EDUCATION REQUIREMENTS: HS diploma or GED equivalent plus 1-2 years 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 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.

STORE MANAGER ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Responsible for supervising all Store and Production staff assigned to the Retail facility.
 - 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 Goodwill Industries-Knoxville, Inc. (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.
- B. Responsible for managing the day-to-day operations of retail facility.
 - 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 GWIK and CARF requirements. This includes, but is not limited to, daily total sales call-ins, payroll reports, appliance warranty forms, incident reports, accident reports, and disciplinary action reports.
 - 3. Performing all managerial functions including work schedules, timecards, performance reviews, disciplinary actions, etc.
 - 4. Managing employees and the store in such a way as to consistently meet or exceed sales and production goals.
 - 5. Working in coordination with other departments including Middlebrook Operations, Human Resources, Employment, Training & Rehab, Finance, Marketing & Development.
 - 6. At stores with Satellite offices, participating in staffings of Clients assigned to the retail facility as requested by the Client, the school system, referral source, or the Client's parents.
 - 7. 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.
 - 8. Maintaining accurate attendance records on all employees assigned to the retail facility.
- C. In stores where there is no Production Trainer, 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.
- D. Responsible for enforcing all Goodwill Industries – Knoxville, Inc. Personnel and Sales policies and procedures, as per the Personnel and Sales Manuals.
- E. 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.
- F. Responsible for developing good customer service relationships in order to meet sales/donation goals.
- G. Responsible for ensuring production is completed properly and that adequate saleable merchandise is placed into the store.
- H. 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.
- I. Responsible for working as a member of the Management Team in the Sales Department.
 - 1. Attending bi-weekly Sales Management meetings to review program operations, new policies, procedures and paperwork, organizational issues, store issues, and other program development issues.
 - 2. Working with the appropriate Vice President to create solutions for identified problems and to implement solutions within their store.
 - 3. Working diligently in the community to advertise GWIK and to create a positive image for the Store and all GWIK Employment, Training & Rehab programs.
 - 4. Providing a good role model to all program staff by following all established organizational policies and procedures.
- J. Responsible for maintaining satisfactory attendance and punctuality for themselves and their employees based on GWIK policies. Responsible for working any shift, as needed to cover store.
- K. Responsible for working cooperatively with the Employment, Training & Rehab Services Manager and their staff and all other GWIK employees to ensure the success of all GWIK functions and operations.
- L. Responsible for working under the direct supervision of the appropriate Vice President to accomplish all the departmental essential duties and responsibilities, including all other duties as assigned by either the Vice President of Sales/Recycling/Commercial Development, the Vice President of Marketing/Development & Sales and/or the President & CEO.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE

STANDARD

POINTS RANGE	STANDARD
0-30	Sales Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months
0-15	Paperwork Management--Completes all paperwork as required by this position (i.e., payroll 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 to maximize efficiency. Able to teach other staff how to use required applications/programs.

0-15	Production Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months
0-10	Supervision of Employees--Effectively managing and training employees and holding each accountable for their assigned job duties. Fostering teamwork in the store. Trains and develops staff so that productivity is high and staff is knowledgeable of policies and procedures. Utilizing all developmental tools available (i.e. Job Performance Evaluations, Progressive Disciplinary, etc.) consistently and constructively.
0-10	Promoting Teamwork/Leadership--Supports Vice President and Goodwill policies with all staff. Provides leadership examples with all staff. Fosters goodwill and motivation with all staff. Maintains a positive demeanor at all times. Open to new ideas or changes. Provides good direction and leadership to all staff. 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
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: 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.

MINIMUM EXPERIENCE REQUIREMENT: 1 – 2 years related experience and/or training with an HS diploma.

ACCESS TO CONFIDENTIAL INFORMATION: All Store Managers have access to their own sales figures. Store Managers in Satellites have access to records/information of Clients assigned in their store for training. High level of access to confidential records.

HANDLE ORGANIZATIONAL FUNDS: Handles all cash received in sales – makes daily 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 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 no depth perception problems.

ENVIRONMENTAL CONDITIONS: Work around moving mechanical parts, traffic conditions, hot and humid conditions, high/precarious positions, fumes/airborne particles, toxic/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; Revised 7/03; Revised 12/03; Revised 6/05; Reviewed 5/06; Reviewed 12/07; Reviewed 12/08; Revised 3/09; Revised 11/09