

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

Transportation/Data Clerk – JOB # NO535

DEPARTMENT: Retail/Production
EMPLOYMENT STATUS: Full Time/Non-Exempt/Hourly
REGULAR WORK SCHEDULE: 8:00-4:30 Monday-Friday

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Acts as the liaison between Goodwill Industries – Knoxville, Inc. and the general public; meeting, greeting and directing all visitors to the appropriate staff person, answering and directing all incoming phone calls. Responsible for working with the community in the coordination and scheduling of home pick-ups. Responsible for taking store orders from all stores. Responsible for maintaining communication with the Attended Donation Centers and reporting any problems or needs to a Retail/Production Coordinator. Maintains daily, weekly, and monthly transportation records. Assists Retail/Production Coordinator with other miscellaneous tasks/paperwork as assigned.

SUPERVISION RECEIVED: Moderate. Retail/Production Coordinator oversees day-to-day activities. As needed.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overseeing the functions of the Transportation department under their responsibility.
 - a. Ensuring that house calls are scheduled daily and that the Truck Drivers are aware of their schedule and have appropriate directions to each home pick-up location.
 - b. Ensuring that the ADC Attendants report in each morning upon arrival and that they maintain contact, as needed, throughout the day to schedule pick-ups.
 - c. Ensuring that all reports are completed accurately and in a timely manner.
 - d. Ensure that truck routes are set up daily.
 - e. Completing all reports, billing, and requested information in a timely manner.
2. Responsible for working as a member of the team in the Transportation department at the Middlebrook Pike facility.
 - a. Attending/leading staff meetings (as requested by the Retail/Production Coordinator) to review program operations, new policies, procedures and paperwork, Client issues, facility issues, store issues, and other location/program concerns.
 - b. Working with the Retail/Production Coordinator to create solutions for identified problems and to implement solutions within the facility.
3. Responsible for leading all required In-Service trainings as listed on the in-service calendar.
4. Responsible for working to achieve program goals and objectives in accordance with MB Transportation Departmental Goals.
5. Responsible for completing all reports, payroll, billings, and other requested information in a timely manner as required by GWIK policy.
6. Responsible for the health and safety of all staff and Clients assigned to the Middlebrook facility. Reporting immediately any accidents or Worker’s Compensation injuries to a Retail/Production Coordinator or to the Safety Director, and completing proper paperwork.
7. Responsible for performing all other departmental daily operations, including those usually performed by other departmental staff in their absence, as needed, or requested by a Retail/Production Coordinator or the VP of Retail and Production.
8. Responsible for interviewing potential applicants .
9. Responsible for working with the MB Team Lead to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by a Retail/Production Coordinator, Vice President of Retail and Production, and/or the President & CEO.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-35	Customer Service/Communications: Providing excellent customer service to all staff creating a positive image for the Ops Department and GWIK. Good listening skills and remains calm when confronted with problems. Provide effective customer service to all external GWIK customers, vendors, inspectors, etc. Ensures effective communication occurs within the facility. Provides accurate information to external and internal customers. Assists in communicating information to all staff.
0-25	Transportation Scheduling/Dispatching: Ability to efficiently provide the Truck Drivers with routes, directions and other necessary information in order for them to be able to perform their duties. Coordinate house calls and/or re-routing instructions with drivers. Maintain contact with ADC Attendants daily to confirm their arrival and to communicate information and/or instructions needed for them to be able to perform their job.
0-20	Promoting Teamwork/Leadership: Supports Goodwill policies with all staff. Provides leadership throughout the entire organization. Fosters goodwill and motivation with all staff, extended employees and Clients. Maintains a positive demeanor at all times. Assists the MB Team Lead in

	enforcement of the GWIK policies and procedures. Maintains good/open communication with the MB Team Lead, Retail/Production Coordinator and VP of Retail and Production . Open to new ideas or changes.
0-20	Office Management/Time Management: Maintain a neat and orderly work area, ensure that all filing is kept up daily, incoming and outgoing mail is handled daily, office equipment (copier, fax machine) is maintained, messages are delivered, etc. Maintain a clean and pleasant working environment for everyone. Completes all paperwork and other assignments as required by this job description in a timely manner and without errors as per GWIK and CARF requirements. Accomplishes all daily duties accurately and on a timely basis.

REQUIRED TECHNICAL SKILLS/ABILITIES: Typing skills. Basic computer skills. Prior experience working with people with disabilities is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

ACCESS TO CONFIDENTIAL INFORMATION: Access to donor information

HANDLE ORGANIZATIONAL FUNDS: Not part of this position's usual 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 measure 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 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: This is a **SEDENTARY** position (exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body, involves sitting most of the time, but may involve walking or standing for brief periods of time)

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>	___	___

ENVIRONMENTAL CONDITIONS: Work in extreme hot/cold conditions.

NOISE LEVEL IN WORK ENVIRONMENT: Loud to Moderate

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.

Reviewed 10/17; Reviewed 11/16; Revised 10/15; Revised 11/14; Reviewed 12/13; Reviewed 11/12; Revised 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Reviewed 12/07