

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

**Production Trainer – JOB # NS621**

**DEPARTMENT:** Retail/Sales

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

**REGULAR WORK SCHEDULE:** Hours vary by location  
May work any schedule or at any location, as needed.

**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 product 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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- A.** Responsible for ensuring store meets all Sales and Production goals.
1. Ensure excellent customer service is provided at the register, sales floor and donation area.
  2. Responsible for operating the cash register while ensuring no excess overages or shortages.
  3. Ensure store racks and displays are stocked, organized and clean.
  4. Ensure all donated goods are received, inspected and processed quickly and efficiently.
  5. Ensure a clean and orderly production area is maintained with safety practices enforced.
  6. Ensure donations are tracked accurately and reported to manager/assistant manager nightly.
- B.** Responsible for supervising and training all Clients assigned to the production area.
1. Responsible for maintaining confidentiality of Client case file information and of their participation in all Goodwill Industries-Knoxville, Inc. (GWIK) programs.
  2. Responsible for alerting the Employment, Training & Rehab staff to any problems with the Clients working in the production area.
  3. Responsible for making all work/production assignments for Production Employees and Clients as outlined by their individual service plan.
  4. Responsible for participating in staffings and M-Teams of Clients as requested by the Client, school system, referral source, or the Client's parents

**ANNUAL PERFORMANCE STANDARDS:**

POINTS RANGE	STANDARD
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	Customer Service: Providing excellent customer service to customers/donors creating a positive image for the store and GWIK.
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 is preferred; Job Coaching/Training skills.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** None

**MINIMUM EXPERIENCE REQUIREMENT:** None

**MINIMUM EDUCATION REQUIREMENTS:** None

**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:** This is a MEDIUM position (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects).

**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>

**VISUAL 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.

**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 10/18; Reviewed 10/17; Reviewed 11/16; Revised 10/15; Revised 12/14; Reviewed 12/13; Reviewed 11/12; Reviewed 11/11; Reviewed 11/10; Revised 11/09; Revised 2/09; Reviewed 12/08; Revised 12/07