

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

Operations Manager-- JOB #EO560

DEPARTMENT: Commercial Services

EMPLOYMENT STATUS: Full Time/ Exempt/Professional

REGULAR WORK SCHEDULE: Typically 8:00 a.m. – 4:30 p.m. Monday – Friday; however this position may be required to cover the Material Recovery Facility, Attended Donation Centers or stay late or open early the Production Facility.

REPORTS TO: Vice President of Commercial Services

PURPOSE/OBJECTIVE OF POSITION: Assists the Vice President of Commercial Services in continual improvement, efficiency, and appearance of all Goodwill Retail and Donation locations.

SUPERVISION RECEIVED: Moderate. Must be able to complete projects on their own without daily guidance.

SUPERVISION EXERCISED: Responsible for the daily supervision of all staff assigned to the Middlebrook Pike Production Facility and Attended Donation Centers.

MINIMUM EDUCATION REQUIREMENTS: Experience greater than three years, in Warehouse/Retail/Logistics Management or a related field.

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR OPERATIONS MANAGER:

- A. Responsible for managing all Production staff at assigned locations with the Transportation Coordinator and Vice President of Commercial Services.
 - 1. Work with staff to achieve departmental goals and objectives.
 - 2. Ensure that Production staff members are held accountable for their jobs and goals.
 - 3. Ensure production warehouse is keeping stores full with quality merchandise.
 - 4. Perform all managerial functions including the review of, timecards, performance reviews, disciplinary actions, etc. as needed.
 - 5. Review schedules to ensure that each ADC location is appropriately staffed, and trucks are being sent to each location weekly.
 - 6. Coordinate training for all Production staff.
 - 7. Ensure that all departmental staff, accurately complete all required paperwork and ensuring compliance with all GWIK and CARF requirements.
 - 8. Learn, teach, and implement Kaizen principles and other lean process methods.
- B. Responsible for working as a team member of the Retail/Production Department.
 - 1. Review program operations, new policies, procedures and paperwork, organizational issues, and other program development issues as needed.
 - 2. Work with the Vice President of Commercial Services to create solutions, identify problems, and to implement solutions within the production facility.
 - 3. Advocate diligently in the community to advertise GWIK and to create a positive image for the GWIK.
 - 4. Lead by example at all times.
- C. Responsible for upholding and reinforcing the values of Goodwill Industries – Knoxville, Inc. and our corresponding policies and procedures.
 - 1. Be knowledgeable of and follow all Goodwill Industries-Knoxville, Inc. (GWIK) policies and procedures.
 - 2. Responsible for maintaining a safe environment for all staff in the Production Departments.

ANNUAL PERFORMANCE STANDARDS:

POINTS	RANGE	STANDARD
0-40		Achievement of Annual Retail Departmental Goals and Objectives/ Departmental Reporting

	Ensure that the warehouses are set up for fast and easy production so merchandise is getting to stores to enable full and fresh stores. Ensure warehouse staff are hitting production goals daily. Ensure that ADC's are providing great customer service to donors and recyclers and are in pristine condition inside and out. Ensure communication with outside vendors is representing Goodwill in a positive manner.
0-30	Supervision of Staff Effectively manage and train staff, providing all staff with the knowledge to do their job well, holding each accountable for their assigned job duties, fostering teamwork in the facility. Utilizing all developmental tools available (i.e., Job Performance Evaluations, Progressive Disciplinary Action, etc.) consistently and constructively.
0-30	Housekeeping/Safety Maintain a clean a safe environment for staff, participants and service workers, minimizing accidents by ensuring a hazardous-free environment, maintaining a clean and pleasant working environment for everyone at the facility

REQUIRED TECHNICAL SKILLS/ABILITIES:

Experience with Microsoft Office Suite. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:

Must have a valid driver's license and be insurable under the Goodwill Liability Insurance Plan. First Aid/CPR certification is preferred.

MINIMUM EXPERIENCE REQUIREMENT:

3 years related experience and/or training.

ACCESS TO CONFIDENTIAL INFORMATION:

High level of access to confidential information.

HANDLE ORGANIZATIONAL FUNDS:

Handles funds generated by production locations occasionally.

LANGUAGE SKILLS REQUIRED:

Level 4: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

MATHEMATICAL SKILLS REQUIRED:

Level 4: Ability to work with mathematical concepts such as the probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical solutions.

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:

	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

 X

10 – 25 pounds

 X

25 – 50 pounds

 X

50 – 100 pounds

 X

Over 100 pounds

 X

SPECIAL VISION REQUIREMENTS:

None

ENVIRONMENTAL CONDITIONS:

None

NOISE LEVEL IN WORK ENVIRONMENT:

Moderate

OTHER SPECIAL REQUIREMENTS:

Must be able to pass a DMV check and a pre-employment security check (as applicable) and comply with the GWIK Drug/Alcohol Free Workplace Policy.

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 11/2022; Revised 12/21; Reviewed 10/21; Revised 4/21; Reviewed 11/20; Reviewed 10/19; Reviewed 10/18; Reviewed 10/17; Reviewed 11/16; Revised 2/16; Reviewed 11/14; Reviewed 12/13; Revised 11/12; Reviewed 11/11; Initial: 03/11