



Goodwill of Orange County Job Description

Approved: Corinne Jallen 11/1/18 Effective: 01/1/1996
Chief Operating Officer Date Revised: 07/24/2017
10/30/2018

Approved: Jane Perry 11/1/18
Sr. Director of Human Resources Date

MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

STRATEGIC VISION PRIORITIES:

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

VALUES:

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

JOB TITLE: ASSISTANT STORE MANAGER
(Nonexempt)

AREA: VARIOUS RETAIL STORE LOCATIONS

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To assist in effectively managing retail store staff and operations to achieve store revenue and expense goals. Primary areas of responsibility include: staff management and training, sales, production, merchandising,

signage, accounting-related operations, store housekeeping/maintenance (store selling floor, exterior, back room) and customer service. Position is also responsible for working collaboratively with other operational areas to ensure maximum productivity.

SUPERVISION RECEIVED:

Reports directly to Store Manager.

SUPERVISION EXERCISED:

Will supervise the following positions in the manager's absence: Lead Sales Associates, Sales Associates, Store ADCs, Program Participants, Volunteers, and any other individuals assigned to their store.

DUTIES AND RESPONSIBILITIES:

1. Provides direction and supervises store staff and operations in the manager's absence to achieve financial goals:
 - a. Participates in planning, organizing and prioritizing store operational requirements and acts as a resource for resolving problems.
 - b. Participates in hiring and training store staff, delegates work assignments, assesses performance and provides feedback, coaching and counseling as appropriate to ensure a high level of productivity.
 - c. Participates in defining staff developmental needs, and administers disciplinary action as required, up to and including termination with appropriate approvals.
2. Contributes to achievement of store revenue and expense goals as contained in approved budget through effective performance.
3. Maintains established customer/donor service standards. Resolves customer/donor complaints as required.
4. Plans and implements merchandising strategies including floor layouts and displays, signage and window displays that adhere to visual directives.
5. Oversees the off-loading of materials in trailers and the loading of materials returning to the Distribution Center
6. Works with Store Manager to arrange for markdowns and returns of unmarketable or damaged goods. Spot checks pricing for accuracy.
7. Ensures compliance with all Loomis Safe procedures. Maintains records of store sales, receipts, and deposits utilizing proper internal audit safeguard procedures.

8. Prepares employee and program participant work schedules, approves time cards, processes and maintains other employee and program participant records. Maintains volunteer records and reports.
9. Maintains store premises, grounds, and parking lot, in a safe, neat, and orderly condition.
10. Orders supplies or request services as needed for reports, building maintenance, cleanliness and other operations.
11. Models the highest ethical standards.
12. Promotes a safe working environment; monitors Associate working behaviors to ensure compliance, as well.
13. Assists in ensuring associates understand and comply with agency policies and procedures.
14. Acts as a key player in the development of individuals within the Associate Team.
15. Performs other job related duties as required.
16. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
17. Acts safely at all times, following all safety rules and regulations.
18. Follows all company policies and procedures.
19. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
20. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
21. Works with, trains, and/or acts as a good example for program participants receiving training at Goodwill.

MINIMUM JOB REQUIREMENTS:

1. High School diploma or GED required.
2. One to three years retail sales experience and one year supervisory experience preferred.
3. Ability to communicate effectively in English to interact with subordinates, co-workers, supervisors, customers, and program participants.
4. Effective interpersonal and communications skills.
5. Ability to lift 50 pounds.

6. Works overtime as required.
7. Must be flexible as to work location; may work at other Orange County store locations based on business needs.
8. Must have reliable transportation to attend company meetings.
9. Ability to work rotating schedules including weekends.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses cash register, telephone, computer, adding machine, hangers, pens/pencils, forms/paper, pricing gun, office supplies, ladder, flat bed cart, cages, racks, totes, dollies, apron, mask, cleaning materials, broom, mop, and various other store supplies and moving equipment.

OTHER:

Position requires the ability to work independently with minimal supervision; use initiative and exercise problem-solving skills and good judgment in managing store operations. Flexibility and adaptability are also required to manage interruptions and variation in priorities and management responsibilities. Position also requires the ability to maintain confidentiality of information.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing		X		
2. Bending			X	
3. Carrying			X	
4. Climbing		X		
5. Crawling		X		
6. Crouching			X	
7. Feeling				X
8. Fingering/Fine Dexterity				X
9. Flexing Wrist			X	
10. Grasping/Squeezing			X	
11. Handling/Gross Dexterity			X	
12. Hearing			X	
13. Kneeling		X		
14. Lifting			X	
15. Pulling			X	
16. Pushing		X		
17. Reaching – Above Shoulder		X		
18. Reaching – Shoulder & Below		X		
19. Reclining	X			
20. Sitting			X	
21. Standing				X
22. Stooping		X		
23. Talking			X	
24. Tasting/Smelling	X			
25. Throwing	X			
26. Turning Body			X	
27. Twisting Body		X		
28. Walking			X	
29. Near Vision				X
30. Midrange Vision				X
31. Far Vision				X
32. Depth Perception				X
33. Visual Accommodation				X
34. Color Vision				X
35. Field of Vision/Peripheral				X

LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
X	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors				X
Outdoors		X		
Dust		X		
Electric Shock	X			
Explosive	X			
Exposure to Weather	X			
Extreme Cold	X			
Extreme Heat	X			
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises	X			
Mist	X			
Moving Mechanical Parts		X		
Odors	X			
Poor Ventilation	X			
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity	X			

NAME:

SIGNATURE:

DATE: