



Goodwill of Orange County Job Description

Approved: Corinne J. Allen 9/19/13 Effective: 5/1/2002
VP of Retail Operations Date Revised: 8/3/2013

Approved: Jon Ray 9/25/13
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: MARKETPLACE LEAD SALES ASSOCIATE
(Nonexempt)

AREA: MARKETPLACE

DEPARTMENT: WHOLESALE & PROCESSING OPERATIONS

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To assist in managing the Marketplace to provide the highest level of customer service to all customers. Responsible for providing direction to material handlers, cashiers, and program participants for pricing merchandise and for ensuring compliance with all company policies and procedures.

SUPERVISION RECEIVED:

Reports directly to the Marketplace Manager and receives work direction from the Assistant Marketplace Manager and Senior Lead Sales Associate.

SUPERVISION EXERCISED:

Gives work direction to material handlers, cashiers, and program participants assigned to the store.

DUTIES AND RESPONSIBILITIES:

1. Provides direction to employees and program participants as they perform the following duties:
 - a. Rotating merchandise in bin tables, wares, and other store product lines; stocking bins and receiving store merchandise for wholesale and retail operations.
 - b. Assisting customers, operating cash register, completing credit card transactions, and cash handling.
 - c. Performing housekeeping duties such as dusting, sweeping the retail store grounds and work areas, and arranging merchandise in an orderly fashion.
 - d. Loading, unloading, sorting, inspecting, and pricing merchandise.
2. Resolves customer complaints in absence of the Manager, Assistant Manager, and Senior Lead.
3. Assists the Manager in training employees and program participants, and in resolving job-related conflicts with employees and clients.
4. Prepares bank deposits in absence of the Manager and Assistant Manager.
5. Prepares daily reports in absence of Manager and Assistant Manager.
6. Determines the value of retail and wholesale materials based in conjunction with the Store Manager.
7. Works overtime as required.
8. Performs other duties as assigned.
9. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
10. Acts safely at all times, following all safety rules and regulations.
11. Follows all company policies and procedures.

12. Follows all company policies and procedures.
13. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
14. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
15. 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.
2. One year of relevant experience preferred in a retail or production environment.
1. Prior supervisory experience preferred.
3. Ability to operate cash register.
2. Ability to speak English effectively to communicate with customers, supervisors, clients and co-workers.
4. Ability to stand for 7-8 hours per day.
5. Ability to lift 50 pounds on a regular basis.
3. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses cash register, telephone, adding machine, hangers, racks, pens/pencils, forms/paper, office supplies, razors, ladder, flat bed cart, cages, totes, dolly, apron, mask, cleaning materials, forklift, gas power blower, broom, mop, and other various store supplies and equipment.

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: