



The Face of  
Independence

GOODWILL OF ORANGE COUNTY

## Goodwill of Orange County Job Description

Approved: Corinne J. Allen 11/15/13 Effective: 1/1/1995  
VP of Retail Operations Date Revised: 8/22/2013

Approved: Jane Perry 12/4/13  
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: COB PROCESSOR  
(Nonexempt)

AREA: PROCESSING

DEPARTMENT: WHOLESALE & PROCESSING OPERATIONS

DIVISION: RETAIL OPERATIONS

### PURPOSE OF POSITION:

To process donated goods in a timely manner to provide the retail stores with a sufficient amount of goods.

SUPERVISION RECEIVED:

Reports directly to the Production Manager.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Performs a variety of activities related to processing donated merchandise including (but not limited to): loading, unloading, sorting, inspecting, completing forms, pricing, tagging, hanging, packaging and delivering a variety of soft and hard goods to work stations.
2. Works efficiently in performing assigned job duties to achieve production goals. Asks questions if unsure about how to perform job duties.
3. Performs general housekeeping duties as required.
4. Works overtime as required.
5. Performs other duties as required.
6. Receives work and safety instructions and answers questions. Communicates with management, co-workers, program participants, and the public.
7. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
8. Acts safely at all times, following all safety rules and regulations.
9. Follows all company policies and procedures.
10. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
11. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
12. 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 preferred.
2. Ability to understand and speak English well enough to communicate with co-workers and supervisors.

3. Ability to stand for 7-8 hours per day.
4. Ability to lift up to 50 pounds.
5. Ability to add and subtract to complete required documentation.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses pricing gun and tags, hangers, racks, cages, carts, hand truck, tape gun, razor-blade, calculator, office supplies (including paper, pens, scissors, etc.), forms, clip board, back brace/belt, rubber and/or leather gloves, hand tools (including hammer, pliers, staple gun, etc.), cleaners (including rags, polish, soap, etc.), and other various office, cleaning, and mechanical tools.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

| Activity                        | Not Req.<br>Never | 1-33%/day<br>Occasionally | 34-66%/day<br>Frequently | 67-100%/day<br>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<br>DEMAND LEVEL                                | 1-33% / DAY<br>OCCASIONALLY | 34-66% / DAY<br>FREQUENTLY                                          | 67-100% / DAY<br>CONTINUOUSLY                                         |
|---|---------------------------------------------------------|-----------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------|
|   | SEDENTARY<br>Class 1<br>(Administrative)                | 10 Pounds                   | Negligible                                                          | Negligible                                                            |
|   | LIGHT<br>Class 2<br>(Clerical & Light Work<br>Activity) | 20 Pounds                   | 10 Pounds<br>and/or Walk/Stand/<br>Push/Pull of Arm/Leg<br>Controls | Negligible<br>and/or Push/Pull of<br>Arm/Leg Controls<br>while seated |
| X | MEDIUM<br>(Moderate Physical Activity)                  | 50 Pounds                   | 20 Pounds                                                           | 10 Pounds                                                             |
|   | HEAVY<br>(Heavy Physical Labor)                         | 100 Pounds                  | 50 Pounds                                                           | 20 Pounds                                                             |

ENVIRONMENTAL CONDITIONS:

|                         | NOT REQ'D.<br>NEVER | 1-33% / DAY<br>OCCASIONALLY | 34-66% / DAY<br>FREQUENTLY | 67-100% / DAY<br>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:                      |                               |