



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corine J. Allen 2/22/16 Effective: 1/1/1995
Chief Operating Officer Date Revised: 2/18/2016

Approved: Jose Perry 2-22-16
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: LEAD SALES ASSOCIATE
(Nonexempt)

AREA: VARIOUS RETAIL STORE LOCATIONS

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To assist in managing retail store operations to achieve store revenue and expense goals. Position provides back up to the Store Manager and Assistant Store Manager in their absence. Primary areas of responsibility include: staff management and training, sales, production, merchandising, and signage.

SUPERVISION RECEIVED:

Reports directly to the Store Manager; receives work direction from Assistant Store Manager.

SUPERVISION EXERCISED:

Gives work direction to Sales Associates, Store ADCs, Program Participants, Volunteers, and any other individuals assigned to store.

DUTIES AND RESPONSIBILITIES:

1. Assists the Manager in training and leading sales associates, program participants and volunteers in the following areas: store and company policies and procedures, sorting/processing, selling, pricing, hanging, stocking, merchandising, cashiering, resolving customer service issues, and maintaining store housekeeping standards.
2. Provides direction to volunteers working in the store.
3. Completes the required daily paperwork according to established deadlines.
4. Oversees cashiering functions and all related transactions. Performs cashiering functions only as a back-up as needed.
5. Responds to telephone and customer inquiries.
6. Provides coaching and counseling to subordinate staff and volunteers as required to resolve work-related issues and administers disciplinary action according to guidelines, and within established parameters. Provides input to performance review process.
7. Follows all cash-handling policies and holds sales associates accountable when in charge of the store.
8. Maintains established customer service standards. Resolves customer complaints in the absence of the Store Manager and Assistant Store Manager.
9. Ensures compliance with all Loomis Safe procedures.
10. Prepares daily reports as needed.
11. Interacts and communicates effectively with management, co-workers, program participants, and the public.
12. Models the highest ethical standards.
13. Promotes a safe working environment; monitors Associate working behaviors to ensure compliance, as well.

14. Assists in ensuring Associates understand and comply with agency policies and procedures.
15. Acts as a key player in the development of individuals within the Associate Team.
16. Works overtime as required.
17. Performs other job related duties as required.
18. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
19. Acts safely at all times, following all safety rules and regulations.
20. Follows all company policies and procedures.
21. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
22. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
23. 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. If applicant has no GED, a plan to pursue a GED would need to be established within the first six months on the job.
2. Two years retail sales experience, including cashiering, preferred.
3. Prior supervisory experience preferred.
4. Ability to stand for 7-8 hours per day.
5. Ability to lift 50 pounds.
6. Must be flexible as to work location; may work at other Orange County store locations based on business needs.
7. Must have reliable transportation to attend company meetings.
8. Flexibility to work varying schedules (days, evenings, weekends, and holidays).
9. Ability to work overtime during peak periods or as required.
10. Ability to speak English effectively to communicate with customers, supervisors, program participants, and co-workers.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses cash register, telephone, computer, adding machine, hangers, racks, 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: