



Goodwill of Orange County Job Description

Approved: _____

President & CEO

3/27/18

Date

Effective: 2/15/2000

Revised: 12/7/2017

Approved: _____

Sr. Director of Human Resources

3/27/18

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 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:

REMOTE ADC ATTENDANT
(Nonexempt)

AREA:

ATTENDED DONATION CENTERS

DEPARTMENT:

TRANSPORTATION

DIVISION:

FACILITIES AND LOGISTICS

PURPOSE OF POSITION:

Works mainly outside at Goodwill remote donation centers accepting and processing donations.

SUPERVISION RECEIVED:

Works under the direct supervision of the Remote ADC Supervisor and receives work direction from the Remote ADC Leads.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Opens and secures trailer or container each workday.
2. Reports by telephone each workday on the status and condition of trailer or container.
3. Uses Goodwill provided cellular phone to communicate and/or input pertinent information into fleet management, payroll system, Bluetooth locking, internal company and any other software applications (APPs) as required for direction, status reporting, scheduling and documentation of remote site activity.
4. Greets donors, accepts donated merchandise according to “acceptable donations list,” and assists donor in unloading donations.
5. Projects a good company image and treats customer in a courteous and respectful manner.
6. Addresses any donor concerns constructively and politely; refers complaints or unhappy customers to supervisor (ADC Supervisor, ADC Leads, or Transportation Supervisor).
7. Issues receipts to the donors.
8. Processes donations safely and according to established procedures.
9. Protects donated goods from damage and theft.
10. Maintains interior and exterior areas of trailer in a neat and presentable condition.
11. Ensures that sites are maintained and are within OSHA compliance.
12. Identifies and reports all trailers defects detected to ADC Lead or Supervisor.
13. Maintains constant communication with Lead/Supervisor for trailer percentage, trailer switches, bulk item clean up and chemical clean up.
14. Works overtime as required.
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. No experience necessary; will train on the job.
2. Ability to communicate and understand English well enough to receive work and safety instructions and answer questions; as well as communicate with management, co-workers, program participants, and the general public.
3. Ability to work independently with minimum supervision.
4. Ability to lift merchandise weighing up to 50 pounds.
5. Reliable form of transportation to move from site to site as required.
6. Ability to work rotating schedules including weekends.
7. Ability to work overtime as required.
8. High school diploma not required but desired.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses pens, pencils, clipboard, receipt forms, keys, padlocks, telephone, leather gloves, and stairs.

OTHER:

Consecutive days off may not be available due to scheduling priorities.

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	
36. Ascend and descend stairs				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:	

Job Performance Standards for Attended Donation Center Donation Attendant

Job Performance Standards For Attended Donation Center (ADC) – Donation Attendant

Goal: It is the goal of Goodwill of Orange County to become the leading non-profit and donation center of choice by ensuring that we provide the “best donation experience” to our donors.

In addition to the Job Description Duties and Responsibilities for ADC – Donation Attendant, we are incorporating specific Job Performance Standards that will further improve the quality and service provided to our customers and donors. The following are the minimum specific job performance standards that must be performed by each employee. Donation Attendants will be evaluated in each of these areas of performance expectations. This position is in most cases the first point of contact with donors and it is expected of each employee to demonstrate a positive and friendly attitude at all times. It is also expected that employees safeguard donations, both intended and actual received donations. Exercising honesty and integrity are critical in handling donations. Employees must never benefit nor be perceived as benefiting from donated items through dishonest practices.

Performance Standards related to accepting donations:

- Employees **must greet each** donor by making eye contact, smiling and demonstrating a friendly attitude.
- Employees **must provide a personal greeting** to every donor by using one of the following:
 - “Good Morning,” “Good Afternoon,” or “Good Evening”
 - “How are you today?”
 - “Hello, my name is ____ (name) ____; I’m here to help you.”
- Offer assistance to donors under the following guidelines:
 - Approach donors with a friendly attitude and ask “Are you in need of any assistance?” or “Do you need any help?”
 - Never unload items from any vehicle without the donor’s immediate approval, presence and supervision. Donor’s supervision will avoid any questions as to what was removed from the vehicle and/or damage to other personal items. When asked to assist, state the following: “I’ll be happy to assist you. Our policy allows for assistance you when you are present and in view of the items you want to donate.”
- Always be considerate of a donor’s personal space. When receiving donations from the donor’s hands, be cautious to avoid contact with the donor’s body parts. There are certain items that may unavoidably involve skin to skin contact. In these situations, get the donor’s permission to take the object and offer the following information **prior** to reaching out to grab the item:
 - “I’m going to take this from you now, it might be a little awkward” or
 - “I’m going to have to reach or put my arms around it”

In this way, you are giving warning that you might engage in awkward touching or reaching over the item.

- Always handle donated items in a responsible manner to avoid damage to items and to avoid any accidents and/or injuries. Handling donated items in a responsible manner tells the donor's that we appreciate their support to our mission.
 - Never throw items into cages or gaylords.
 - Never argue with donors regarding donated items. If donations are unacceptable according to our unacceptable list, please show the list to the donor.
- Employee must always ask each donor if they would like a receipt for their donation. Receipts must always be dated and signed by the employee. In some cases, a donor may be dropping items for others and may ask for a second receipt. Never deny a donor access to several receipts for multiple donations in any donation incident.
- Employees must thank each donor at the end of each "donation incident" and must encourage continued business by providing any one of the following statements:
 - "Thank you for donating to Goodwill; if you have more items to donate, we would appreciate your generosity."
 - "Your donation is greatly appreciated; we are here until (time) if you would like to donate more items."
 - "Thank you; your donation will be put to good use towards our programs."

Asking for more donations lets donors know that we appreciate their loyalty and continued support.

Dress Code:

All employees must be well groomed, clean and presentable at all times during their shift assignment.

- Remote/In-Store Donation Attendants are required to wear Goodwill issued shirts and hats
- All clothes worn, including jeans, must be neat and clean, and must not be stained or torn
- Steel toed shoes/boots must be worn
- Name tags must be worn in a visible place
- No caps or hats other than Goodwill issued caps/hats
- No offensive (gang, sexual, violent) visible tattoos are allowed
- Employees are expected to work well with other employees, be respectful and assist others when asked.
- Employees are required to keep their assigned area or remote site clean by picking up any litter near or at the site. Quickly collect and organize into the respective cages donated items left by donors during times when ADC site was unattended. For Remote Sites: If items are left after hours that are too large to put in cages, put them under the trailer until the cleanup trailer arrives to collect them.
- For safety and compliance purposes, all Donation Attendants are required to:
 - Wear Goodwill issued safety equipment (no unauthorized tools, including personal utility knives are allowed at any worksite)
 - Use a back belt when lifting, pushing or pulling equipment at all times
 - Keep the workstation organized in order to create a visible pathway to walk
 - Never stack up donated items over the height of a cage
 - Never leave donated items out in the sun, especially electronics; all donations should be stored in a timely manner
 - Wear gloves when handling equipment, or when necessary

All Donation Attendants (ADC's) must follow the procedures listed above in order to perform at a standard that will show our appreciation to donors, create trust and loyalty, and continue to encourage them to return to Goodwill of Orange County. **Employees are required to perform these standards as part of their overall job duties and responsibilities; in addition to those requirements and standards described in the job description and/or department procedures. Noncompliance with these standards will affect employees overall performance rating.** By following these performance standards, it will guarantee our donors their "best donation experience."

Employee Print Name

Employee Signature / Date

Supervisor Name and Signature

Date