



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corinne J. Allen 10/7/13 Effective: 3/18/2013
VP of Retail Operations Date Revised: 8/28/2013

Approved: Jane Perry 10/9/13
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: DONATIONS ACQUISITION SPECIALIST
(Exempt)

AREA: DONATED GOODS DEVELOPMENT

DEPARTMENT: DONATIONS ACQUISITION

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

The Donations Acquisition Specialist is responsible for developing and implementing ongoing strategies and programs to ensure a positive flow of donated goods into the organization to support store sales. A

priority will be placed on developing new site locations for the placement of Attended Donation Centers and maintaining positive relationships with all site sponsors. This position will develop relationships with cities, businesses, churches and schools. This position qualifies as work from home/remote.

SUPERVISION RECEIVED:

Reports directly to the Vice President of Retail Operations.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Together with the Donations Acquisition Manager assists with donated goods development through the following:
 - a. Identifies and develops sources for Attended Donation Center (ADC) and donation collection event locations through business development activities and networking in the community.
 - b. Successfully opens donations sites throughout the year within the communities served by Goodwill of Orange County. The Specialist position qualifies for a commission of \$1000 for each successful trailer placement and \$500 for each successful small donation box placement, once the small box program commences.
 - c. Maintains contact with controlling parties and site sponsors of each ADC, new and existing, to promote a positive image for Goodwill; and develops and implements a recognition program for site sponsors.
 - d. Provides timely and complete communication and follow-up to current and prospective customers.
 - e. Oversees the reporting of collection activity throughout the organization. Develops and analyzes reports regarding effectiveness of collection activities. Measures surplus goods and other special collection efforts.
 - f. Develops and maintains new collection standards and report metrics to GII.
 - g. Coordinates with Goodwill customers relative to the preparation for rummage sales, block sales, and other special requirements.
2. Maintains leads, customer contacts and opportunities in CRM. Uses reports to track information and document work performance.
3. Leads private and group tours to raise awareness of Goodwill's mission and generate referrals and leads to support our material donation needs.

4. Establishes and meets measureable goals of Goodwill's corporate and division Balanced Score Cards.
5. Participates in Goodwill events, activities and programs designed to attract community support.
6. Makes speeches and conducts presentations as required.
7. Manages the human resources and physical assets within areas of responsibility by effectively and efficiently planning, organizing and problem solving.
8. Drives on company business as required.
9. Performs other job related duties as required.
10. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
11. Acts safely at all times, following all safety rules and regulations.
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. Bachelor's degree in business, marketing, or a related field, or a combination of education and experience equal to a Bachelor's degree.
2. Three to five years experience in outside sales, public relations, community relations or governmental affairs preferred.
3. Individual must be highly results-oriented, creative, and entrepreneurial and have a high level of energy and initiative.
4. Analytical skills including deductive reasoning.
5. Proficient PC skills including experience with Word, Excel and PowerPoint preferred.
6. Proficient user of customer relationship management software programs (Salesforce preferred).
7. Excellent verbal and written communication skills.

8. Excellent public speaking skills, proven effective and persuasive in small group and large public settings.
9. Ability to work very independently, handle multiple projects and pressing deadlines while maintaining outstanding people skills.
10. Demonstrated oral communication skills to make persuasive presentations and solicitations to individuals and groups.
11. Excellent interpersonal skills in order to interact with all levels of management, employees, program participants, Board of Directors, volunteers, corporate citizens and elected officials.
12. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, adding machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

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
X	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
	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: