



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corinne Allen 11/19/14 Effective: 1/3/2000
VP of Retail Operations Date Revised: 11/19/2014

Approved: Joe Perry 11/19/14
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: CUSTOMER SERVICE REPRESENTATIVE
(Nonexempt)

AREA: CUSTOMER SERVICE

DEPARTMENT: TELEMARKETING

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To handle all incoming/outgoing calls related to customer service inquiries, business calls, solicitation of donations, and scheduling of business donation pick-ups, with all calls handled in a prompt, courteous, friendly, and professional manner. Process all required documentation related to customer service

inquiries, business pick- ups and outbound calls. Prepare all incoming/outgoing interoffice mail via the red bag system. Complete all new goods inventory verification calls.

SUPERVISION RECEIVED:

Reports directly to the Process Improvement Manager.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Takes incoming calls from customers and donors in a prompt, courteous, friendly and professional manner.
2. Responds to emails daily in a timely manner using the code system in place on Microsoft Outlook.
3. Determines if types of goods to be donated are acceptable according to company policies and obtains all information required to schedule the pickup with the donor. Confirms all details by repeating them back to the donor and checking the calendar and summary report.
4. Schedules business pick-ups and prepares computer generated pick-up tickets in a timely, accurate and legible manner.
5. Confirms individual tickets every day as well as retrieves voice mail messages and responds in a timely manner.
6. Makes outbound calls to confirm, cancel, and/or reschedule pickups as required.
7. Makes outbound calls to solicit new accounts (business/surplus merchandise) one hour per day, unless instructed otherwise by the manager.
8. Updates the current donation software for old and new business accounts.
9. Processes all incoming/outgoing mail from the retail stores via the red bag system. Delivers mail to retail supporting departments. All matters related to processing of mail and red bag system must be made in the upmost of confidentiality and in a secure manner.
10. Updates customer e-mail data base on the Marketing Share Drive. Provides stores with additional entry forms and ballot boxes, when requested.
11. Works with Retail Operations and Visual Specialist on store needs such as gift card requests, flyers, advertisements, etc.
12. Keep accurate inventory of Container Transport Labels for reordering as necessary.

13. Provides back up to other desks within the department through cross training, i.e. front desk receptionist.
14. Keeps daily activity logs of outbound calling sheets.
15. Participates in staff meetings by providing feedback and suggestions regarding how department can run more efficiently.
16. Works overtime as required.
17. Performs other job related duties as assigned.
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 desired, but not required.
2. One year work experience, preferably in a customer service environment.
3. Excellent telephone communications skills which include:
 - a. Friendliness
 - b. Professionalism
 - c. Helpfulness
 - d. Courtesy
 - e. Thoughtfulness
4. 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, clients, and the general public.
5. Must attend annual customer service training.

6. Must have legible penmanship and basic spelling skills.
7. Prior PC experience with working knowledge of Microsoft Office, including Outlook.
8. Prior experience of a Customer Relationship Management software program required.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax 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
X	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
	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: