



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corrine J. Allen 9/20/13 Effective: 9/1/1999
VP of Retail Operations Date Revised: 8/2/2013

Approved: Joan Ruy 9/25/13
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: SALES ASSOCIATE/TECHNICIAN
(Nonexempt)

AREA: COMPUTER WORKS STORE

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To perform a variety of duties in the Computer Works Store, including assisting customers, cashiering, and stocking items. Rebuild computers from donated goods, repair customer computers, and make sure

computer store is stocked at all times with operating computer systems. Test and tear down donated computers and determine which items are saleable vs. those that can be recycled.

SUPERVISION RECEIVED:

Reports directly to the Goodwill Computer Works Store Manager and receives work direction from Assistant Manager, Lead Sales Associate, and Lead Computer Tech.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Receives work and safety instructions and answers questions. Communicates with management, co-workers, clients, and the public.
2. Tests hardware and builds working computers from donated goods. Removes and installs various circuit boards, hard drives, etc. Identifies inoperative hardware to be set aside for salvage sales.
3. Installs operating systems on rebuilt computers and perform final testing using diagnostic software.
4. Creates and maintains inventory log of rebuilt computers, printers, monitors, etc. Labels each rebuilt system with configuration, etc.
5. Operates cash register, answers the telephone, makes change, completes credit card forms, and arranges monies for safe keeping.
6. Seeks out saleable merchandise from the Dock, Transportation yard, and Recycling Department (3232 S. Fairview building), when necessary.
7. Processes incoming merchandise, including in-store donations, and product from the Main Plant to support store sales:
 - a. Sorts, inspects
 - b. Prices, tags
 - c. Stocks various hard goods items to sales floor.
8. Rotates merchandise and stocks shelves.
9. Assists customers in a courteous manner, answering questions.
10. Performs housekeeping duties such as dusting fixtures and keeping the store merchandise well organized, the shelves neat, and the floors swept.
11. Works overtime as required.

12. Performs other duties as required.
13. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
14. Acts safely at all times, following all safety rules and regulations.
15. Follows all company policies and procedures.
16. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
17. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
18. 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.
2. One to two years PC experience and prior sales experience preferred.
3. Extensive knowledge of computer-related hardware.
4. Excellent troubleshooting skills and the ability to install and configure motherboards, hard drives, floppy drives, video cards, miscellaneous cards, memory, modems, etc.
5. Ability to communicate effectively and understand work and safety instructions, and communicate with management, co-workers, customers, and clients.
6. Analytical skills including deductive reasoning. Ability to perform addition, subtraction, multiplication, division, and percentages.
7. Ability to lift up to 50 lbs. and stand 7-8 hours per day.

OTHER:

Flexibility and adaptability in handling interruptions and variations.

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
	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: