



Goodwill of Orange County Job Description

Approved: Corinne J Allen 9/19/13 Effective: 1/1/1995
 VP of Retail Operations Date Revised: 7/2/2013

Approved: Joe Puy 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
 (Nonexempt)

AREA: VARIOUS RETAIL STORE LOCATIONS

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To perform daily tasks related to the operation of a retail sales operation.

SUPERVISION RECEIVED:

Reports directly to the Store Manager. Receives work direction from the Assistant Store Manager and Lead Sales Associate.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Operates cash register, makes change, completes credit card transactions, arranges monies for safekeeping, and answers the telephone and responds to customer inquiries.
2. Processes incoming merchandise including in-store donations and products from the main plant to support store sales: sorts, inspects, prices, tags, hangs and stocks merchandise on the sales floor.
3. Processes store returns and prepares for shipment back to the main plant.
4. Rotates merchandise, stocks shelves, and sets up displays.
5. Assists customers in a courteous manner by answering questions and directing to dressing rooms, etc.
6. Performs housekeeping duties such as dusting fixtures and furniture, keeping the store merchandise well organized, keeping racks properly arranged, shelves neat, and floors swept as needed, including restrooms.
7. Assists in training employees and program participants as required.
8. Works overtime as required.
9. Maintains flexibility related to scheduling shifts.
10. Performs other duties as required.
11. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
12. Acts safely at all times, following all safety rules and regulations.
13. Follows all company policies and procedures.
14. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
15. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.

16. 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. 90 days relevant sales experience preferred, including cashiering.
3. Ability to stand for 7-8 hours a day. Ability to lift 50 pounds.
4. Effective interpersonal skills.
5. Basic writing skills.
6. Ability to communicate effectively with customers, supervisors, program participants, and co-workers.
7. Ability to work overtime as required.

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

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
	SEDDENTARY 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: