



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corinne J. Allen 9/2/13 Effective: 3/1/2013
VP of Retail Operations Date Revised: 8/28/2013

Approved: Jane Perry 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: E BOOKS CLERK I
(Nonexempt)

AREA: ESTORE INTERNET

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To perform a variety of duties in support of Goodwill's E Commerce Store. Responsibilities include sorting, scanning, and shipping books.

SUPERVISION RECEIVED:

Reports directly to the E Books Supervisor.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Assists in filing items and maintaining the shelves.
2. Sorts books by condition in preparation to be scanned.
3. Prepares Marketplace and Salvage gaylords and stages product to be sent out.
4. Moves new product into the processing area to sort.
5. Pulls items to be shipped.
6. Runs CDs and DVDs thru disc resurfacer, if necessary.
7. Helps facilitate shipment of sold items if needed.
8. Assists shipping clerk in answering customer inquiries.
9. Works overtime as required.
10. Performs other job related 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 preferred.
2. Must be able to distinguish between acceptable and rejected books.
3. Forklift certification required.
4. Must be able to lift up to 50 pounds.
5. Must be able to pair books to be shipped with correct invoice
6. Must be able to independently move book gaylords in and out of processing area.
7. Must be able to work under minimal supervision.
8. Must be able to meet the established production standards set by the E Commerce Business Operations Manager.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses various office supplies and equipment including: personal computer; telephone, fax machine, printer, copy machine, file cabinets, forms/papers, pens/pencils, etc. Must be able to operate a handtruck, pallet jack and gaylord tipper. Gloves and backbelts may be required.

COMPETENCIES

Proactive in taking on and solving listing and production issues.

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: