



Goodwill of Orange County Job Description

Approved: Joe Ringen 11/21/16 Effective: 4/15/2013
Vice President of Asset Protection Date Revised: 11/26/2016

Approved: Jose Perez 11/28/16
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: SENIOR INVESTIGATOR
(Exempt)

AREA: ASSET PROTECTION AND SAFETY

DEPARTMENT: ASSET PROTECTION AND SAFETY

DIVISION: OPERATIONS

PURPOSE OF POSITION:

The Senior Investigator provides guidance and direction to employees and Management in the areas of Asset Protection, Safety, Regulatory Compliance, Security and Safety of Team members and guests. The

Senior Investigator trains, implements, and ensures compliance to single or multi-location loss prevention programs, policies and programs. Position is also responsible for the security of the company's employees, clients, and property through sound security practices and procedures. The Senior Investigator is accountable for providing a Secure and Safe environment for our customers, visitors, and employees.

The Senior Investigator assists in building partnerships by helping management and employees understand policy and strategy to ensure consistent and standard execution of Company initiatives.

The goal of this position is to build partnerships and support of the Asset Protection and Safety programs that are appropriately balanced between business objectives and effective human relations. This will help ensure the continued fiscal success of the Company, as well as the satisfaction of its guests and employees.

SUPERVISION RECEIVED:

Reports directly to Asset Protection & Safety Department Management as assigned, with latitude for independent decision making in accordance with company policy and guidelines.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Develops partnerships within the Asset Protection and Safety Department, as well as with all employees to influence Asset Protection and Safety.
2. Assists leadership teams through training, compliance, physical security and investigations. (Assessments, Audits, Processes, Training, Physical Security and Management On-Boarding.)
3. Supports the Asset Protection & Safety Department with the implementation of programs designed to protect company assets from loss due to internal and external theft and fraud.
4. Provides training to Management teams and employees on programs designed to protect company assets from loss due to internal and external fraud.
5. Supports the Asset Protection & Safety Department as directed and assigned to assist with deployment or oversight of resources and physical assets within assigned area(s) of responsibility.
6. Effectively and efficiently plans, organizes, prioritizes, problem solves, coaches, and trains.
7. Theft Prevention Education & Awareness – Ensures all employees are given the knowledge and tools to identify and prevent internal and external theft. Visibly supports all department and company initiatives or programs designed to promote training and awareness.
8. Promotes a shoplifting prevention program by reinforcing customer engagement and superior customer service.

9. Physical Security – The Senior Investigator is responsible for all aspects of physical security in area of responsibility as well as other departments/facilities that may be observed through the general course of performing duties. This includes but not limited to Alarms, Alarm Response, Keys and Lock Control, CCTV Operation, Cash Office, Emergency Exit control, Opening and Closing procedures, etc.
10. Security Guards/Greeters/Investigation Contractors – Guards, greeters, and investigation contractors are assigned as coverage in select high risk locations and at Corporate Headquarters. Guards are also assigned as needed for remodels, special events, or special circumstances. Contract investigators are hired for shoplifting apprehensions and for other activities. The Senior Investigator is responsible for assisting the Asset Protection & Safety Department by monitoring posted guards / greeters / investigators to ensure they have been properly trained, correctly execute post responsibilities, follow company policies, and maintain a professional disposition at all times. Senior Investigators may perform these roles as directed as well.
11. Evaluates causes of asset loss and conducts investigations or other actions as directed by the Asset Protection & Safety Department.
12. Conducts and manages investigations of losses, criminal activity and policy violations as directed by the Asset Protection & Safety Department.
 - a. May provide surveillance of employees, contractors, visitors, and other guests to Goodwill facilities. Conducts interviews if directed to resolve investigations.
 - b. The Senior Investigator may observe shoppers and may detain and process persons suspected of shoplifting in accordance with GOC policies and local laws.
 - c. Creates and maintains records of investigations, apprehensions, interviews, witnesses, evidence, and disposition of recovered merchandise according to company policy and procedure. Utilizes department case management system and ensures accuracy of information.
 - d. Observes employee's activities and reports infractions of company asset protection and safety policies and procedures.
 - e. Investigates all General Liability and Worker's Compensation incidents as directed by Asset Protection and Safety Management.
 - f. Participates in court hearings for those apprehended, as needed.
 - g. Maintains and develops liaisons with local police and other security/asset protection organizations.
13. Evaluates company facilities utilizing the Internal Audit, Safety Audit, or other Asset Protection and Safety reviews; provides training, on-site analysis of potential risks, and develops appropriate and effective countermeasures to reduce the potential for loss and shrinkage.

14. Establishes and maintains effective partnerships with all levels of management to ensure communication of asset protection and safety issues including investigation findings and future Asset Protection and Safety strategies.
15. Monitors, promotes, and is accountable for assigned goals in area of responsibility.
16. Responsible for maintaining public order and safety on company premises.
17. Establishes, with direction, control measures and operational procedures related to Asset Protection and Safety. Assists assigned area with implementation and compliance.
18. Completes auditing of operational and safety functions for compliance.
19. Promotes and trains to ensure compliance to all safety programs as directed by the SMAPS.
20. Responsible for injury and incident prevention in assigned areas.
21. Ensures notification of all injuries and property damage incidents. Coordinates with department or program leadership on completing post incident investigations, Management Incident Review Process, corrective action, and/or re-training as required.
22. Demonstrates flexibility and adaptability in responding to security and safety matters 24/7.
23. Maintains confidentiality related to investigations and other matters involving private and/or sensitive information related to employees, program participants, the department, the organization, etc.
24. Acts with integrity by acting as a role model for ethical behavior; performs position functions with consistency and fairness when dealing with others.
25. Assists as directed in developing individual and departmental goals; provides required reports and data.
26. Drives on company business as required.
27. Performs other job related tasks as directed.
28. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
29. Acts safely at all times, following all safety rules and regulations.
30. Follows all company policies and procedures.
31. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.

32. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
33. 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 related field preferred or equivalent work experience/education combined.
2. Two years' experience in security with multiple locations, asset protection/loss prevention, inventory control, point of sale, and investigative services preferred.
3. Certified by Wicklander-Zulawski in Basic and Advanced interview courses preferred.
4. Three-plus years' experience with multiple locations, inventory control, and point of sale preferred.
5. Ability to work independently with minimum supervision.
6. Flexible and adaptable in handling Asset Prevention and Safety matters 24 hours a day.
7. Excellent writing skills.
8. PC proficiency in MS Office.
9. Excellent interpersonal and communication skills in order to interact with all levels of management, employees, guests, security agencies, law enforcement and the general public.
10. Extensive knowledge of current laws relating to security and asset protection issues as they affect employer/employees, customers, contractors and others who have contact with or do business with the organization.
11. Valid California driver's license, liability insurance, and DMV record which is 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: