



The Face of  
Independence

GOODWILL OF ORANGE COUNTY

## Goodwill of Orange County Job Description

Approved: Cornie Allen 9/19/13 Effective: 2/15/2000  
VP of Retail Operations Date Revised: 7/3/2013

Approved: Jose Ruiz 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: STORE ADC  
(Nonexempt)

AREA: VARIOUS RETAIL STORE LOCATIONS

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

### PURPOSE OF POSITION:

To accept and process donations of merchandise at a designated retail store site. Performs other duties as assigned by the Store Manager.

SUPERVISION RECEIVED:

Reports directly to the Store Manager and will also receive direction from the Lead Sales Associate and Assistant Manager.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Opens and secures site or container each workday.
2. Greets donors, accepts donated merchandise, and assists donors in unloading donations.
3. Projects a good company image and is always courteous in dealing with donors.
4. Collects CRT Recycling according to policy, in compliance with state laws.
5. Addresses any donor concerns constructively and politely; refers complaints or unhappy customers to supervisors.
6. Issues receipts for the donors.
7. Processes donations safely and according to established procedures.
8. Protects donated goods from damage and theft.
9. Maintains interior and exterior areas of site in a neat and presentable condition.
10. Maintains daily donation counts into spreadsheet for later entry.
11. Performs retail store duties including but not limited to sorting, hanging, and pricing merchandise as directed by the Store Manager, Assistant Manager, or Lead Sales Associates.
12. Adheres to dress code.
13. Works overtime as required.
14. Performs other duties as required.
15. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
16. Acts safely at all times, following all safety rules and regulations.
17. Follows all company policies and procedures.

18. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
19. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
20. 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. No experience necessary; will train on the job.
3. 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, program participants, and the general public.
4. Ability to work independently with minimum supervision.
5. Ability to lift merchandise weighing up to 50 pounds.
6. Ability to work rotating schedules including weekends.
8. Ability to work overtime as required.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses pens, pencils, clipboard, receipt forms, keys, padlocks, telephone, gloves, and stairs.

WORK ENVIRONMENT:

This position works at an extremely high-volume store requiring consistent physical effort in loading and unloading goods. Physical requirements are described on the following pages.

OTHER:

Consecutive days off may not be available due to scheduling priorities.

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	
36. Ascend and descend stairs				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:



## Job Performance Standards for Attended Donation Center Donation Attendant

Attached are the new job performance standards that all Donation Attendants must adhere to. These standards apply to both Store and Remote sites. These standards will be put into effect upon receiving. Please distribute to all Donation Attendants and have them sign as an acknowledgment that they have read, understood and will comply with the new standards. Employees will be evaluated on successfully performing these standards, as part of their overall job duties and responsibilities.

## **Job Performance Standards For Attended Donation Center (ADC) – Donation Attendant**

**Goal:** It is the goal of Goodwill of Orange County to become the leading non-profit and donation center of choice by ensuring that we provide the “best donation experience” to our donors.

In addition to the Job Description Duties and Responsibilities for ADC – Donation Attendant, we are incorporating specific Job Performance Standards that will further improve the quality and service provided to our customers and donors. The following are the minimum specific job performance standards that must be performed by each employee. Donation Attendants will be evaluated in each of these areas of performance expectations. This position is, in most cases, the first point of contact with donors and it is expected of each employee to demonstrate a positive and friendly attitude at all times. It is also expected that employees safeguard donations, both intended and actual received donations. Exercising honesty and integrity are critical in handling donations. Employees must never benefit nor be perceived as benefiting from donated items through dishonest practices.

### **Performance Standards related to accepting donations:**

- Employees **must greet each** donor by making eye contact, smiling and demonstrating a friendly attitude.
- Employees **must provide a personal greeting** to every donor by using one of the following:
  - “Good Morning,” “Good Afternoon,” or “Good Evening”
  - “How are you today?”
  - “Hello, my name is       (name)      ; I’m here to help you.”
- Offer assistance to donors under the following guidelines:
  - Approach donors with a friendly attitude and ask “Are you in need of any assistance?” or “Do you need any help?”
  - Never unload items from any vehicle without the donor’s immediate approval, presence and supervision. Donor’s supervision will avoid any questions as to what was removed from the vehicle and/or damage to other personal items. When asked to assist, state the following: “I’ll be happy to assist you. Our policy allows for assistance you when you are present and in view of the items you want to donate.”
- Always be considerate of a donor’s personal space. When receiving donations from the donor’s hands, be cautious to avoid contact with the donor’s body parts. There are certain items that may unavoidably involve skin to skin contact. In these situations, get the donor’s permission to take the object and offer the following information **prior** to reaching out to grab the item:
  - “I’m going to take this from you now, it might be a little awkward” or
  - “I’m going to have to reach or put my arms around it”



In this way, you are giving warning that you might engage in awkward touching or reaching over the item.

- Always handle donated items in a responsible manner to avoid damage to items and to avoid any accidents and/or injuries. Handling donated items in a responsible manner tells the donors that we appreciate their support to our mission.
  - Never throw items into cages or gaylords
  - Never argue with donors regarding donated items. If donations are unacceptable according to our unacceptable list, please show the list to the donor.
- Employee must always ask each donor if they would like a receipt for their donation. Receipts must always be dated and signed by the employee. In some cases, a donor may be dropping items for others and may ask for a second receipt. Never deny a donor access to several receipts for multiple donations in any donation incident.
- Employees **must thank each donor** at the end of each “donation incident” and **must encourage continued business** by providing any one of the following statements:
  - “Thank you for donating to Goodwill; if you have more items to donate, we would appreciate your generosity.”
  - “Your donation is greatly appreciated; we are here until (time) if you would like to donate more items.”
  - “Thank you; your donation will be put to good use towards our programs.”

Asking for more donations lets donors know that we appreciate their loyalty and continued support.

### **Dress Code:**

All employees must be well groomed, clean and presentable at all times during their shift assignment.

- Remote/In-Store Donation Attendants are required to wear Goodwill issued shirts and hats
- All clothes worn, including jeans, must be neat and clean, and must not be stained or torn
- Steel toed shoes/boots must be worn
- Name tags must be worn in a visible place
- No caps or hats other than Goodwill issued caps/hats
- No offensive (gang, sexual, violent) visible tattoos are allowed
- Employees are expected to work well with other employees, be respectful and assist others when asked.
- Employees are required to keep their assigned area or remote site clean by picking up any litter near or at the site. Quickly collect and organize into the respective cages donated items left by donors during times when ADC site was unattended. For Remote Sites: If items are left after hours that are too large to put in cages, put them under the trailer until the clean up trailer arrives to collect them.

- For safety and compliance purposes, all Donation Attendants are required to:
  - Wear Goodwill issued safety equipment (no unauthorized tools, including personal utility knives, are allowed at any worksite)
  - Use a back belt when lifting, pushing or pulling equipment at all times
  - Keep the workstation organized in order to create a visible pathway to walk
  - Never stack up donated items over the height of a cage
  - Never leave donated items out in the sun, especially electronics; all donations should be stored in a timely manner
  - Wear gloves when handling equipment, or when necessary

All Donation Attendants (ADCs) must follow the procedures listed above in order to perform at a standard that will show our appreciation to donors, create trust and loyalty, and continue to encourage them to return to Goodwill of Orange County. **Employees are required to perform these standards as part of their overall job duties and responsibilities, in addition to those requirements and standards described in the job description and/or department procedures. Noncompliance with these standards will affect employees overall performance rating.** By following these performance standards, it will guarantee our donors their “best donation experience.”

---

Employee Print Name

---

Employee Signature / Date

---

Supervisor Name and Signature

---

Date