



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corinne J. Allen 2/19/16 Effective: 1/1/1996
Chief Operating Officer Date Revised: 2/18/2016

Approved: Jane Perry 2-22-16
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: STORE MANAGER
(Exempt)

AREA: VARIOUS RETAIL STORE LOCATIONS

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To effectively manage retail store staff and operations to achieve store revenue and expense goals. Primary areas of responsibility include: staff management and training, sales, production, merchandising, signage,

accounting-related operations, and customer service. Position is also responsible for working collaboratively with other operational areas to ensure maximum productivity.

SUPERVISION RECEIVED:

Reports directly to District Sales Manager and Senior Retail Operations Director.

SUPERVISION EXERCISED:

Will supervise the following positions depending upon store structure: Assistant Store Manager, Lead Sales Associates, Sales Associates, Store ADCs, Program Participants, Volunteers, and any other individuals assigned to their store.

DUTIES AND RESPONSIBILITIES:

1. Manages store staff and operations effectively to achieve financial goals:
 - a. Plans, organizes, and prioritizes store operational requirements and acts as a primary resource for resolving problems.
 - b. Hires and trains store staff, delegates work assignments, assesses performance, and provides feedback, coaching and counseling as appropriate to ensure a high level of productivity.
 - c. Defines staff developmental needs and administers disciplinary action as required, up to and including termination.
2. Meets or exceeds revenue and expense goals as contained in approved budget.
3. Maintains established customer/donor service standards. Resolves customer/donor complaints as required.
4. Plans and implements merchandising strategies including floor layouts and displays, signage and window displays that adhere to visual directives.
5. Oversees the off-loading of materials in trailers and the loading of materials returning to the Distribution Center.
6. Follows established color rotation/markdown schedule. Returns all unsold or damaged goods to Marketplace according to schedule, adheres to pricing guidelines, and monitors product for correct pricing on sales floor.
7. Utilizes Loomis Smart Safe according to retail policy. Maintains records of store sales, receipts, and deposits utilizing proper internal audit safeguard procedures.

8. Prepares employee and Program Participant work schedules, approves accurate timekeeping, processes and maintains other employee and program participant records. Maintains volunteer records and database.
9. Maintains store premises, grounds, and parking lot in a safe, neat, and orderly condition.
10. Orders supplies or requests services as needed related to facility maintenance and operations.
11. Drives on company business as required.
12. Performs other job related 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. Some college preferred in business or related field.
2. Three years retail sales experience and two years supervisory experience preferred.
3. Excellent interpersonal and communications skills.
4. Ability to work flexible shifts including weekends and evenings.
5. Must be flexible as to work location; may work at other Orange County store locations based on business needs.
6. Must have reliable transportation to drive on company business.
7. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Uses cash register, telephone, computer, adding machine, hangers, 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.

OTHER:

Position requires the ability to work independently with minimal supervision; use initiative, exercise problem-solving skills and good judgment in managing store operations. Flexibility and adaptability are also required to manage interruptions and variation in priorities and management responsibilities. Position also requires the ability to maintain confidentiality of information.

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: