The Face of Independence
GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Corrine J Allen — VP of Retail Operations — 9/20/13 — Date
Effective: 3/1/1998
Revised: 8/2/2013

Approved: Jane Perry — Sr. Director of Human Resources — 9/25/13 — Date

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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: LEAD COMPUTER TECHNICIAN (Nonexempt)

AREA: COMPUTER WORKS STORE

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To provide lead direction to staff and participate in rebuilding computers donated to Goodwill. To upgrade and/or repair customers computers.

SUPERVISION RECEIVED:

Reports directly to the Goodwill Computer Works Store Manager.

SUPERVISION EXERCISED:

Will supervise Computer Techs, Technical Assistants, Program Participants, Volunteers, and any other individuals assigned to their store.

DUTIES AND RESPONSIBILITIES:

1. Receives work and safety instructions and answers questions. Communicates with management, co-workers, consumers and the public.

2. Oversees and is personally involved in testing hardware and building working computers from donated goods. Remove and install various circuit boards, hard drives, etc. Identify inoperative hardware to be set aside for salvage sales.

3. Installs operating systems on rebuilt computers and performs final testing using diagnostic software.

4. Creates and maintains inventory log of rebuilt computers, printers, monitors, etc. Labels each rebuilt system with configurations, etc.

5. Posts emergency procedures and phone numbers in a location that is clearly visible to anyone needing access to them.

6. Monitors computers and office supplies and orders through Purchasing as necessary.

7. Handles light office work, including typing, filing, and phones.

8. Assists with opening/closing procedures when necessary.

9. Drives on company business as required.

10. Works overtime as required.

11. Performs other duties as required.

12. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.

13. Acts safely at all times, following all safety rules and regulations.

14. Follows all company policies and procedures.

15. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.

16. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.

17. 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. Two years of college or equivalent in computer training desired.

2. Prior supervisory experience preferred.

3. Two years PC experience.

4. Extensive knowledge in computer-related hardware and various software applications.

5. Excellent troubleshooting skills and the ability to install and configure motherboards, hard drives, video cards, miscellaneous cards, memory, modems, etc.

6. Analytical skills including deductive reasoning. Ability to perform addition, subtraction, multiplication, division and percentages.

7. Effective interpersonal and communication skills to serve customers and interact with management and co-workers.

8. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, adding machine, typewriter, 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
	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: