



The Face of
Independence

GOODWILL OF ORANGE COUNTY

Goodwill of Orange County Job Description

Approved: Courne Allen 2/7/14 Effective: 2/1/2014
VP of Retail Operations Date

Approved: Jane Perry 2/13/14
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: LEAD SALES ASSOCIATE - COMPUTER WORKS
(Nonexempt)

AREA: COMPUTER WORKS STORE

DEPARTMENT: RETAIL STORES

DIVISION: RETAIL OPERATIONS

PURPOSE OF POSITION:

To assist in managing retail store operations to achieve store revenue and expense goals. Position provides back up to the Store Manager and Assistant Store Manager in their absence. Primary areas of responsibility include: staff management and training, sales, production, merchandising, and signage.

SUPERVISION RECEIVED:

Reports directly to the Store Manager. Receives work direction from Assistant Store Manager.

SUPERVISION EXERCISED:

Gives work direction to Sales Associates, Technicians, Store ADCs, Program Participants, Volunteers, and any other individuals assigned to store.

DUTIES AND RESPONSIBILITIES:

1. Assists the Management Team in training and leading sales associates, program participants and volunteers in the following areas: store and company policies and procedures, sorting/processing, selling, pricing, hanging, stocking, merchandising, cashiering, resolving customer service issues, and maintaining store housekeeping standards.
2. Provides direction to volunteers working in the store.
3. Completes the required daily paperwork according to established deadlines.
4. Performs cashiering functions and all related transactions.
5. Responds to telephone and customer inquiries.
6. Provides direction to technicians and manages builds and backroom production
7. Seeks out merchandise from Dock, Processing area and Recycling if necessary.
8. Performs basic diagnostic tests on laptops and PC's and is able to identify minor issues.
9. Handles all labor work orders and works with Technician to troubleshoot if necessary.
10. Ensures that customers are being helped and that technical questions are being answered by the appropriate employee.
11. Monitors and helps manage store production of all sellable categories.
12. Provides coaching and counseling to subordinate staff and volunteers as required to resolve work-related issues and administers disciplinary action according to guidelines, and within established parameters. Provides input to performance review process.
13. Follows all cash-handling policies and holds sales associates accountable when in charge of the store.
14. Maintains established customer service standards. Resolves customer complaints in the absence of the Store Manager and Assistant Store Manager.

15. (May) Make bank deposits in the absence of the Store Manager and Assistant Store Manager.
16. Prepares daily reports as needed.
17. Interacts and communicates effectively with management, co-workers, program participants, and the public.
18. (May) Drive on company business. If required to drive a valid driver's license and auto liability insurance acceptable to Goodwill must be provided.
19. Works overtime as required.
20. Performs other job related duties as required.
21. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
22. Acts safely at all times, following all safety rules and regulations.
23. Follows all company policies and procedures.
24. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
25. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
26. 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. If applicant has no GED, a plan to pursue a GED would need to be established within the first six months on the job.
2. Two years retail sales experience, including cashiering. Computer knowledge of hardware and software highly preferred.
3. Proficient with Windows and Mac OS. Able to perform basic troubleshooting.
4. Prior supervisory experience preferred.
5. Ability to identify computer parts and components along with familiarity with computer trends.
6. Flexibility to work varying schedules (days, evenings, weekends, and holidays).
7. Ability to work overtime during peak periods or as required.

8. Ability to speak English effectively to communicate with customers, supervisors, clients and co-workers.
9. Ability to approach customers, define their product needs and make a recommendation based on their information.
10. Ability to stand for 7-8 hours per day.
11. Ability to lift 50 pounds.
12. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company (preferred.)

WORK DEVICES/MATERIALS/EQUIPMENT USED:

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

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: