

**LAND OF LINCOLN GOODWILL INDUSTRIES  
JOB DESCRIPTION**

<b>JOB TITLE</b> Cashier / Sorter	<b>DEPARTMENT/ DIVISION</b> Retail
<b>SUPERVISOR</b> Store Manager and Assistant Store Manager	<b>LOCATION</b> All Retail Store Locations
<b>CLASSIFICATION</b> Non-exempt	<b>POSITIONS SUPERVISED</b> None

**I. POSITION CONCEPT**

Performs a variety of retail sales, customer service and donation processing tasks in a retail thrift store.

**II. ESSENTIAL JOB DUTIES**

- Operates cash register accurately and efficiently for customer transactions, processes credit card transactions and makes change.
- Provides customer service in a friendly manner.
- Pulls clothing / textiles from carts or gaylords.
- Evaluates quality and determines whether it meets retail standards.
- For quality items, determines season of garment and places in hang area or seasonal bin.
- For poor quality items, places in bale cart or trash.
- Places other items from carts in appropriate bin (shoes, purses, etc.).
- Hangs clothing and textiles on hangers and places on z-racks.
- Receives payment by cash, check, credit cards, or automatic debits.
- Issues receipts and change due to customers.
- Counts money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Greets customers entering establishments.
- Maintains clean and orderly checkout areas.
- Determines prices for house wares and places pricing stickers on items using pricing gun.
- Answers customers' questions and provides information on procedures or policies.
- Pulls z-racks from processing area to sales floor.
- Hangs items from z-racks in appropriate department.
- Straightens sales floor and changing rooms.
- Answers customers' questions about merchandise and advises customers on merchandise selection.
- Packs customer purchases in bags or cartons.
- Cleans display cases, shelves and aisles.
- Monitors changing rooms for loss control concerns and reports any problems to manager on duty.
- Pulls items from carts and places on shelves or racks.
- Pulls outdated inventory from shelves and racks, takes off hanger and places in gaylord.
- Maintains store premises in compliance with Agency Safety Standards.
- Performs other duties as assigned or required.

**III. EQUIPMENT AND TOOLS USED**

Cash register, shopping carts, shopping baskets, wheeled spring carts, wheeled deep carts, wheeled z-racks, tagging gun, pallet jacks, basic retail equipment

**IV. REQUIREMENTS**

- Requires basic math skills.
- Requires ability to operate cash register and process cash and credit card transactions.
- Requires ability to count money and make change.
- Requires ability to provide customer service in a friendly manner (greeting, selling, telephone etiquette, etc.).
- Requires ability to inspect textiles, furniture, appliances, small household wares, novelty items, books, toys, decorations and sporting goods to determine sale ability.
- Knows up to date textile fashions and minimizes poor quality decisions.

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- Sorts through a spring cart completely in 25 minutes.
- Requires ability to perform stock duties such as handling garments, placing them on the appropriate rack and keeping the pulling system up to date.
- Requires ability to complete reports accurately as assigned (donation counts, readings, daily business statements, deposits and cash drawer).
- Requires ability to price merchandise according to prescribed criteria.
- Requires ability to prepare textiles and goods for resale.
- Follow the dress code as directed by Goodwill and display a professional image and attitude.
- Ensure compliance with all Agency policies, procedures and safety standards throughout areas and maintain same to meet CARF, DOL and other applicable regulatory standards.
- Requires ability to be consistently at work and on time on scheduled work days.
- Requires the ability to interact with people with disabilities in a manner which enhances their dignity, privacy and confidentiality.
- Requires ability to work independently while fostering a strong team atmosphere.
- Requires ability to complete tasks on time or communicate issues / problems with the appropriate person.
- Requires ability to follow all LLGI policies and procedures.
- Requires ability to promote a safe working environment and to ensure that all safety procedures are followed.
- Requires ability to successfully complete pre-employment drug screen, reference check and criminal background investigation.

### **V. PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

- Work in a light industrial/warehouse setting with moderate exposure to heat, cold, dirt, dust, pet hair, mold and other allergens.
- Fully use body to lift and move up to thirty (30) pounds of clothing and/or house wares.
- Push or pull wheeled carts with an average weight of two-hundred-fifty (250) pounds.
- Stand for extended periods and lift, reach, bend and stoop to sort and hang clothing and place house wares on racks.
- Sort and move up to thirty (30) pounds of clothing and house wares (which may be large or bulky) on and off of retail fixtures such as shelving up to six (6) feet high and clothing racks up to four (4) feet high and z-racks up to six (6) feet high.
- Push and pull wheeled z-racks with up to one-hundred (100) pieces of clothing on them.
- Bend over and reach into gaylords up to four (4) feet high to remove clothing and house wares.
- Possess manual dexterity to fasten and unfasten buttons, snaps and zippers and to operate cash registers and tagging guns.
- Visual acuity to evaluate donated items for quality (e.g. clothing stains, zippers, broken hardware and pilling).
- Possess tactile ability in order to evaluate quality of clothing (pilling, damp / wet, etc.).
- Smell to evaluate donations for undesirable odors (mold, musty, dust, urine, etc.).

### **VI. CONTACTS**

- Retail Store Staff
- Service Participants
- Other LLGI Staff
- Customers
- Donors
- Truck Drivers
- Community Service Workers

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**Acknowledgement of Position:**

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems necessary. I understand and accept the position and I understand that these are the responsibilities and requirements of the position.

Employee Name (Please Print) \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_