

**LAND OF LINCOLN GOODWILL INDUSTRIES
JOB DESCRIPTION**

<u>JOB TITLE</u> Material Handler	<u>DEPARTMENT</u> Retail
<u>SUPERVISOR</u> Store Manager	<u>DIVISION</u> Retail
<u>CLASSIFICATION</u> Non-exempt	<u>POSITIONS SUPERVISED</u> None

I. POSITION CONCEPT

Provide customer and donor satisfaction by accepting merchandise donations and providing assistance to donors. Sort donated merchandise to include clothing and other household goods into categories. Provide direct client services through innovation and compliance with required standards for all activities of assigned department and to promote, improve and support the agency as a whole.

II. ESSENTIAL JOB DUTIES

- Unloads donations from vehicles.
- Must work as quickly as possible to serve each donor promptly.
- Must offer each donor a receipt.
- Must wear and uniform issued by Goodwill.
- Loads and separates material according to instructions in a timely and safe manner.
- Maintains records of donations.
- Maintains premises in compliance with Agency safety and housekeeping practices.
- Complies with Goodwill's rules and regulations.
- Ensures compliance with all Agency policies, procedures throughout areas and maintains same to meet CARF, Department of Labor and other regulatory standards.
- Know list of acceptable and unacceptable donated items.
- Provides courteous and professional customer service.
- Duties as assigned by supervisor.

III. EQUIPMENT AND TOOLS USED

Pallet jack, roll carts, z-racks, basic warehouse equipment, etc.

IV. REQUIREMENTS

- Requires high school diploma or equivalent.
- Requires ability to unload and move donations of clothing, furniture, appliances and other household goods.
- Requires ability to perform sorting and packing tasks to secure donations.
- Requires strong customer service skills and the ability to communicate effectively with customers and staff.
- Requires knowledge of donation processing.
- Requires knowledge of company policies and procedures.
- Requires ability to be consistently at work and on time on scheduled work days.
- Requires ability to work independently while fostering a strong team atmosphere.
- Requires ability to complete tasks on time or communicate issues / problems through the chain of command.
- Requires ability to follow and enforce all LLGI policies and procedures.
- Requires ability to work a variety of schedules.
- 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 and criminal background investigation.

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V. PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Light industrial/warehouse environment.
- Subject to environmental conditions; exposure to heat and cold.
- Requires full use of body and ability to lift and move up to 50 pounds.
- Ability to push carts weighing up to 150 pounds.
- Ability to use pallet jack with loads of up to 500 pounds.
- Requires ability to lift, reach, bend and stoop.
- Exposure to allergens including dust, mold and pet hair.

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.

Employee Name (Please Print) _____ Date _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____