

**LAND OF LINCOLN GOODWILL INDUSTRIES  
JOB DESCRIPTION**

<b>JOB TITLE</b> Retail Assistant Store Manager	<b>DEPARTMENT / DIVISION</b> Retail
<b>SUPERVISOR</b> Retail Store Manager	<b>LOCATION</b> All Retail Store Locations
<b>CLASSIFICATION</b> Non-exempt	<b>POSITIONS SUPERVISED</b> In absence of Retail Store Manager: Keyholder, Cashier / Sorter, Greeter, Processor, Assistant Processor, Material Handler, Community Service Workers, Volunteers (as applicable to individual stores)

**I. POSITION CONCEPT**

Assists in planning, coordination and direction of daily activities related to the successful operations of a Goodwill store. Assumes responsibility for the store site in the absence of the retail store manager.

**II. ESSENTIAL JOB DUTIES**

- Assists with the orientation, training and development of store staff, service participants, community service workers and volunteers. Assists in enforcing and communicating Goodwill policies and procedures.
- Assists in ensuring that all paperwork is completed in an accurate and timely manner to include opening / closing procedures, balancing cash drawers, bank deposits and production reports.
- Assists in completing and submitting records and reports on workers accurately and on a timely basis.
- Effectively handles workplace accidents including medical treatment of injured employees and timely accident reporting of injury.
- Assists in recording of statistical information concerning incoming donations, in-store production, inventory, sales, etc. Submits required records on a timely basis.
- Effectively communicates and documents progress, concerns and problems to retail store manager.
- Assists in administrative and clerical details of store operations such as preparing store requests, ordering forms, purchasing supplies, handling of mail and handling cash as directed by store procedures.
- Maintains confidentiality of Human Resource and other pertinent facility information.
- Assists in maintaining sufficient inventory of materials to meet store production and sales goals.
- Assists in ensuring an attractive and convenient layout of sales floor. Assists in overseeing rotation of materials, visual merchandising, cleanliness and organization of sales floor.
- Participates in monthly store team meetings to discuss and seek input on store operations and retail training and to report on retail and Goodwill issues. Submit necessary meeting reports.
- Participates in monthly safety meetings, emergency drills and facility inspections. Completes and submits necessary paperwork and reports on a timely basis.
- Supervises staff in absence of retail store manager.
- Assists in monitoring and optimizing in-store production (including salvage items) and inventory. Assists in ensuring production goals are met.
- Assists with ensuring compliance with all asset protection policies and procedures. Reports problems and concerns to the Vice President of Retail Operations, Loss Prevention and Safety Manager and / or Director of Human Resources in the absence of the retail store manager.
- Reports known or suspected security and / or theft problems (internal and external).

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- Represents Goodwill in a positive manner by providing excellent customer service at all times. Serves as role model and ensures store staff adhere to customer service guidelines.
- Performs various hands-on retail tasks as time permits.
- Performs all duties in a safe manner and ensures that store staff adhere to all safety policies and procedures.
- Supports and promotes organizational programs and special events as required.
- Ensures that the store opens and closes and is properly staffed, in the absence of the retail store manager.
- 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, calculator, basic retail equipment

### **IV. REQUIREMENTS**

- Requires high school diploma or equivalent.
- Two years previous experience in a retail or production setting.
- Minimum one year supervisory / management experience, preferably in a retail setting.
- Requires a minimum of six months experience as a cashier / sorter in a LLGI retail store or equivalent experience in another retail operation.
- Requires valid Illinois drivers license, good driving record and proof of insurance.
- Requires own transportation and adequate liability insurance for such.
- Requires ability to work with minimal supervision.
- Requires ability to follow instructions and comply with policies and procedures.
- Requires effective verbal and written communication skills.
- Requires ability to supervise, motivate and lead a team of employees.
- Maintains a positive environment that is cohesive to sales success.
- Requires ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals and compute percent.
- Requires ability to operate cash register and process cash and credit card transactions.
- Requires ability to count money and make change.
- Requires ability to use a cash register, calculator, credit card processing machine correctly and make change accurately.
- Requires ability to complete reports accurately as assigned (donation counts, readings, daily business statements, deposits and cash drawer).
- Requires strong customer service skills and the ability to communicate effectively with staff and customers.
- Requires knowledge of donation processing.
- Knows up to date textile fashions and minimizes poor quality decisions.
- Sorts through a spring cart completely in 25 minutes.
- Requires ability to inspect textiles, furniture, appliances, small household wares, novelty items, books, toys, decorations and sporting goods to determine sale ability.
- Requires ability to prepare textiles and goods for resale.
- Requires ability to quality check items before they are placed on the sales floor.
- Requires strong knowledge of shipping and receiving functions, stock duties, merchandising, cashiering and customer service at a retail location.
- 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 price merchandise according to prescribed criteria.
- Requires knowledge of retail merchandising and display.
- Requires ability to maintain confidentiality of information related to LLGI operations, financial matters and personnel issues.
- Requires ability to work a flexible schedule to comply with the needs of the store.
- Follows the dress code as directed by Goodwill and displays a professional image and attitude.

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- Ensures 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 ability to work a variety of schedules.
- Requires knowledge of and ability to follow all LLGI policies and procedures.
- 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 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 sort, lift and move up to thirty (30) pounds of clothing and/or 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 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.
- Push and pull wheeled z-racks with up to one-hundred (100) pieces of clothing on them.
- Push and pull wheeled carts weighing up to one-hundred-fifty (150) pounds.
- 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.).
- Ability to stand for long periods throughout each work day.

### **VI. CONTACTS**

- Retail store staff
- Service participants
- Donors
- Truck Drivers
- Human Resources, Finance and Loss Prevention staff
- Rehabilitation staff
- Community service workers
- Vendors
- Volunteers

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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 that these are the responsibilities and requirements of the position.

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

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

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