

GOODWILL INDUSTRIES – KNOXVILLE, INC.
JOB DESCRIPTION

Assistant Store Manager – JOB # NS620

DEPARTMENT: Retail/Sales

EMPLOYMENT STATUS: Full Time/Non-Exempt/Regular

REGULAR WORK SCHEDULE: Hours vary by location
May work any schedule or at any location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for assisting the Store Manager in the day-to-day operations of the retail facility. Supervises staff and community service workers, etc. in the absence of the Store Manager.

SUPERVISION RECEIVED: Close: Store Manager supervises daily; in absence of Manager, Retail/Production Coordinator or VP of Retail and Production supervises.

SUPERVISION EXERCISED: in the Store Manager's absence, the Assistant Manager supervises all retail personnel including Sales/Production Associates, Production Trainer, and Clients assigned to the Production area and Store.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for assisting the manager or in their absence overseeing the operations of assigned retail store and also for working as a committed member of the Management Team in the retail department.

- a) Provide excellent customer service at the register, floor and donation area at all times.
- b) Stock the sales floor continually throughout the day and meet production goals in order to accomplish this.
- c) Maintain a clean and well-organized sales floor.
- d) Ensure all reports and personnel information remain confidential, meet all GWIK standards, and are provided to the appropriate GWIK staff in a timely manner.
- e) Make nightly deposits without exception and ensure that bags and deposit receipts are picked up daily.
- f) Hold staff accountable for all pertinent store-related information, i.e. production goals, sales goals, etc.
- g) Train staff in all areas of the store.
- h) Ensure all safety regulations are followed and enforced.
- i) At stores with Satellite offices, assistant managers are responsible for participating in staffing of clients assigned to the retail facility as requested by the client, the school system, referral source, or the client's parents/guardians. The assistant managers are also responsible for working with the Production Trainer to ensure that clients are scheduled appropriately, addressing client problems in the production area, and ensuring that each client has received the proper training in the production area in processing donations.
- j) Attend required Sales Management meetings to review program operations, new policies, procedures, organizational issues, store issues, and other program development issues.
- k) Work with the Store Manager to create solutions for identified problems and to implement solutions within their store.
- l) Coordinate with the VP of Retail and Marketing Dept. when you have opportunities in your community to be involved, advertise for GWIK, and create a positive image for GWIK and our employment training and rehabilitation programs.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-50	Sales Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months. This is completed through the constant stocking of the sales floor, rotation, pricing policies, customer service to both donors and shoppers, etc.
0-30	Teamwork/Leadership—Supports Store Manager and Goodwill policies through example, timeliness, accuracy of reports, active participation in the management team, etc.
0-20	Housekeeping/Safety--Maintaining a clean and safe environment for employees, customers and Clients, minimizing accidents by ensuring a hazardous-free environment, maintaining incident-free Housekeeping Inspections, maintaining a clean and pleasant shopping environment for customers.

REQUIRED TECHNICAL SKILLS/ABILITIES: REQUIRED TECHNICAL SKILLS/ABILITIES: Must have prior experience working with cash registers, making bank deposits, balancing daily sales with deposit slips, handling cash and supervising employees. Must have prior experience working on computers with Word, Excel and proficiency with e-mail. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None required

MINIMUM EXPERIENCE REQUIREMENT: 6 months – 1 year related experience and/or training with an HS diploma or GED equivalent.

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: Has access to sales figures. At Satellites, may have access to Client case files. High level of access to confidential records at Satellites.

HANDLE ORGANIZATIONAL FUNDS: Handles all cash from daily sales; makes bank deposits.

LANGUAGE SKILLS REQUIRED: Level 3

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and employees.

MATHEMATICAL SKILLS REQUIRED: Level 3

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

REASONING ABILITY REQUIRED: Level 3

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS: This is a MEDIUM position (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects).

AMOUNT OF TIME IN JOB

	None	Occasionally	Frequently	Constantly
Standing	_____	_____	_____	<u> X </u>
Walking	_____	_____	_____	<u> X </u>
Sitting	_____	<u> X </u>	_____	_____
Using hands to feel or handle	_____	_____	_____	<u> X </u>
Reaching with hands and arms	_____	_____	_____	<u> X </u>
Climbing or balancing	_____	<u> X </u>	_____	_____
Stooping, kneeling, crouching, or crawling	_____	_____	_____	<u> X </u>
Twisting, bending, and turning	_____	_____	_____	<u> X </u>

VISUAL REQUIREMENTS: Must have good color vision, peripheral vision and no depth perception problems.

ENVIRONMENTAL CONDITIONS: working in wet or humid conditions, around moving mechanical parts, works in high precarious positions, exposure to fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate

OTHER SPECIAL REQUIREMENTS: Must have reliable transportation to be used to independently drive to and from the bank for dropping off deposits and picking up bank bags.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Reviewed 10/17; Revised 11/16; Revised 10/15; Revised 3/15; Revised 11/14; Reviewed 12/13; Reviewed 11/12; Reviewed 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Reviewed 12/07