

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**Sales/Production Associate – JOB # NS611**

**DEPARTMENT:** Retail/Sales  
**EMPLOYMENT STATUS:** Full Time or Part 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 decentralized donated goods production at the retail stores and/or Satellites and for assisting customers in the selection of merchandise sold in the retail facilities.

**SUPERVISION RECEIVED:** Close: Store Manager supervises daily; in absence of Manager, the Assistant Store Manager supervises.

**SUPERVISION EXERCISED:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- A. Responsible for ensuring store meets all Sales and production goals.
  - 1. Responsible for operating the cash register while ensuring no excess overages or shortages.
  - 2. Ensure excellent customer service is provided at the register, sales floor and donation area.
  - 3. Ensure store racks and displays are stocked, organized and clean.
  - 4. Responsible for knowing the production and store's goals.
  - 5. Ensure donations are tracked accurately and reported to manager/assistant manager nightly.
  - 6. Ensure a clean and orderly production area is maintained with safety practices enforced.
  - 7. May work as a 3<sup>rd</sup> key for store on an as needed basis.
- B. Reporting immediately any accidents or Worker's Compensation injuries to the Store Manager/Assistant manager.
- C. Responsible for working cooperatively with the Employment, Training & Rehab and all other GWIK staff to ensure the success of all GWIK functions and operations.
- D. Responsible for working under the direct supervision of the Store Manager to accomplish all departmental duties and responsibilities, including all other duties as assigned by the Store Manager and/or Assistant Store Manager.

**ANNUAL PERFORMANCE STANDARDS:**

<b>POINTS RANGE</b>	<b>STANDARD</b>
0-30	Sales Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months. Ensures that adequate saleable merchandise is on the store floor at all times.
0-20	Customer Service: Providing excellent customer service to customers/donors creating a positive image for the store and GWIK.
0-20	Housekeeping/Safety--Maintaining a clean and safe environment for staff, customers and Clients, minimizing accidents by ensuring a hazardous-free environment. Maintaining a clean and pleasant shopping environment for customers.
0-15	Teamwork--Fosters goodwill and motivation with all staff. Complies with GWIK policies and procedures. Sets a good example for other employees. Maintains a positive demeanor at all times. Open to new ideas and changes. Accepts ideas and suggestions without becoming defensive.
0-15	Initiative--Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the store's appearance. Willingness to work whenever needed. Takes initiative to build customer base and loyalty. Takes initiative to promote safety/security consciousness.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Prior experience working with cash registers, making bank deposits and handling cash is preferred.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** None

**MINIMUM EXPERIENCE REQUIREMENT:** None

**MINIMUM EDUCATION REQUIREMENTS:** None

**ACCESS TO CONFIDENTIAL INFORMATION:** At Satellites, Sales/Production Associates have access to records/information of Clients assigned in the retail facility for training. High access to confidential records.

**HANDLE ORGANIZATIONAL FUNDS:** Handles cash from daily sales; may be required to make bank deposits.

**LANGUAGE SKILLS REQUIRED: Level 2**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations with customers, clients, and other employees.

**MATHEMATICAL SKILLS REQUIRED: Level 2**

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**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:** Work 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, and risk of electrical shock.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

**OTHER SPECIAL REQUIREMENTS:** Must have reliable, dependable transportation and be able to pass a pre-employment security check (when applicable).

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