

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

Retail Dock/Pre-Sort Assistant – JOB # NS612

DEPARTMENT: Retail Sales

EMPLOYMENT STATUS: Part Time or Full Time/Non-Exempt/Hourly

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 inspecting, classifying and routing to proper departments all donations received on the loading dock. Ensures quality of textiles and materials according to the established production goals. Meets and exceeds production goals.

SUPERVISION RECEIVED: Moderate: Works under the direct supervision of the Store Manager or Assistant Manager.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for ensuring store meets all production goals.
 - a. Ensure all donated goods are received, inspected and processed quickly and efficiently
 - b. Responsible for assisting donors in unloading of donations.
 - c. Ensure store racks and displays are stocked, organized and clean.
 - d. Ensure a clean and orderly production area is maintained with safety practices enforced.
 - e. Ensure donations are tracked accurately and reported to manager/assistant manager nightly.
 - f. Provide excellent customer service at the donation area at all times.
2. Responsible for attending all required trainings and In-Service meetings as requested by the Store Manager and/or the Assistant Manager
3. Responsible for working under the direct supervision of the the Store Manager/Assistant Manager to accomplish all the department's essential duties and responsibilities, including all other duties as assigned by the Store Manager and Assistant Manager.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE	STANDARD
0-50	Production Goals--Meets or exceeds annual store Production Goals. Provides clients with properly inspected and classified goods on a daily basis. Assumes responsibility for own actions, for the department, and for production output and works towards solutions to problems as they arise. Takes initiative to complete tasks without being asked. Always taking steps to improve the organization's reputation. Willingness to work whenever/wherever needed.
0-25	Housekeeping/Safety/Clean Work Area--Maintaining a clean a safe environment for staff and Clients minimizing accidents by ensuring a hazardous-free environment, maintaining a clean, organized and pleasant working environment for everyone at the facility.
0-25	Communications/ Promoting Teamwork--Ensures effective communication occurs between departments and with the Management Team. Provides accurate information to staff working in the department. Fosters goodwill and motivation with all staff, extended employees and Clients. Maintains a positive demeanor at all times. Open to new ideas or changes.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prior experience in retail sales/production is preferred. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS: Not part of regular duties

LANGUAGE SKILLS REQUIRED: Level 1

Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.

MATHEMATICAL SKILLS REQUIRED: Level 1

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to

perform these operations using units of American money and weight measurement, volume and distance.

REASONING ABILITY REQUIRED: Level 1

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

PHYSICAL DEMANDS: This is a **MEDIUM** job (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: None

ENVIRONMENTAL CONDITIONS: Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

NOISE LEVEL IN WORK ENVIRONMENT: Moderate to loud.

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 12/12; Reviewed 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Revised 12/07