

GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION

Commercial Services Coordinator – JOB # EA194

DEPARTMENT: Commercial Services

EMPLOYMENT STATUS: Full Time/Exempt/Professional

REGULAR WORK SCHEDULE: 8:00 a.m. – 4:30 p.m. Monday – Friday, typically but may vary depending on commercial contract needs, including nights and weekends

REPORTS TO: Vice President of Commercial Services

PURPOSE/OBJECTIVE OF THE POSITION: Assists the Vice President of Commercial Services Responsible for coordinating all commercial service functions, as directed by the VP of Commercial Services, as well as internal maintenance.

SUPERVISION RECEIVED: Moderate. Must be able to complete projects on their own without daily guidance.

SUPERVISION EXERCISED: As assigned by the Vice President of Commercial Services

**ESSENTIAL DUTIES AND RESPONSIBILITIES FOR THE COMMERCIAL SERVICES COORDINATOR:**

Responsible for working under the direct supervision of the Vice President of Commercial Services to accomplish all essential duties and responsibilities of the Department. As part of the senior management team, it is expected that this position will provide support, leadership and actively maintain a healthy and safe working environment for all staff, clients and other stakeholders as appropriate. The Commercial Service Coordinator is responsible for working with the Vice President of Commercial Services to accomplish departmental goals and objectives, including timely and accurate departmental reports along with support and enforcement of all Goodwill Policies and Procedures. The Commercial Services Coordinator is responsible for meeting or exceeding all job requirements and any other duties and responsibilities assigned by the Vice President of Commercial Services.

Responsible for managing commercial service functions including, but not limited to: Industries Services Division, Janitorial Services Division, Temporary Staffing and Recycling.

- a. Ensure superior customer service is provided to all internal and external customers; build positive relationships essential to GWIK's growth.
- b. Monitor schedules to ensure appropriate coverage at all contracts, as well as efficiency and staff member well-being.
- c. Certify all contract work is completed as scheduled and according to quality standards and requirements.
- d. Retain complete knowledge of the scope of work for all contracts and agreements.
- e. Promote a safety conscious culture and ensure that all staff are held to the same safety standards – this includes the upkeep and tracking of preventive maintenance of departmental equipment and machinery.
- f. Ensure proper tracking of information and maintain accurate records per requirements requested by contractors, grants, GWIK policies, etc.
- g. Ensure compliance of all guidelines and specifications of all contracts, grants and accrediting bodies.
- h. Visit sites frequently to ensure quality of work, complete inspections, check in on staff needs, and continually build good relationships with contract sites and staff.
- i. Manage staff appropriately, providing guidance, training and the tools necessary for them to successfully perform their duties.

Responsible for working as a team member of the Commercial Services Department.

- a. Review program operations, new policies, procedures and paperwork, organizational issues, facility performance, and other program development issues as needed in order to identify areas of opportunity.
- b. Advocate diligently in the community to advertise GWIK and to create a positive image for the GWIK.
- c. Work in various capacities as needed to fulfill contract obligations.
- d. Lead by example at all times.

**ANNUAL PERFORMANCE STANDARDS:**

POINTS RANGE	STANDARD
0-40	Commercial Services goals. Meets or exceeds annual goals throughout department
0-20	Safety Program - Maintain and promote a safe environment for staff, clients, and stakeholders throughout GWIK's facilities through training, pertinent and compliant policies and procedures.
1-15	Management and growth of staff – effectively managing and training staff and holding each accountable for their assigned job duties. Fostering teamwork in the organization. Utilizing all developmental tools available (i.e. Job Performance Evaluations, Progressive Disciplinary Action, etc.) consistently and constructively.

1-15	Leadership – Provide a clear example of our values through your actions and behaviors; be an advocate for Goodwill.
1-10	Recordkeeping—Complete all paperwork as required by this position in timely manner without errors as per all compliance agency standards (TOSHA, CARF, etc.)

**REQUIRED TECHNICAL SKILLS/ABILITIES:** Must have prior experience with MS Office applications, customer service and supervisory experience is required. Prior experience driving commercial vehicles and forklifts is preferred, as well as knowledge of ISO fundamentals and prior experience working with people with disabilities and/or other disadvantages.

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** Must have a valid driver's license and be insurable under the Goodwill Liability Insurance plan. Must be certified to operate a forklift or ability to pass the certification program. First Aid/CPR certification is preferred. Must be able to pass all background checks as required by contracts.

**MINIMUM EXPERIENCE REQUIREMENT:** 4-10 years related experience and/or training with a college degree. +10 years without a college degree

**ACCESS TO CONFIDENTIAL INFORMATION:** Has access to all system records. High level of access to confidential records Access to client case files, staff's personnel and pay records and budgetary information

**HANDLE ORGANIZATIONAL FUNDS:** Not part of regular job duties.

**LANGUAGE SKILLS REQUIRED:** Level 4: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS REQUIRED:** Level 4: Ability to work with mathematical concepts such as the probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical solutions.

**REASONING ABILITY REQUIRED:** Level 4: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form.

**PHYSICAL DEMANDS:** This is a **SEDENTARY** position (exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Involving sitting most of the time, but may involve walking or standing for brief periods of time

**AMOUNT OF TIME IN JOB**

	None	Occasionally	Frequently	Constantly
Standing	_____	<u>  X  </u>	_____	_____
Walking	_____	<u>  X  </u>	_____	_____
Sitting	_____	<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>	_____	_____

Weight lifted or force exerted:	None	Under 1/3	1/3 – 2/3	Over 2/3
Up to 10 pounds	_____	<u>  X  </u>	_____	_____
10 – 25 pounds	_____	<u>  X  </u>	_____	_____
25 – 50 pounds	_____	<u>  X  </u>	_____	_____
50 – 100 pounds	_____	<u>  X  </u>	_____	_____
Over 100 pounds	_____	<u>  X  </u>	_____	_____

**SPECIAL VISION REQUIREMENTS:** Must have good close vision

**ENVIRONMENTAL CONDITIONS:** None

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

SPECIAL VISION REQUIREMENTS:	Must have peripheral vision, ability to adjust focus, and no depth perception problems
ENVIRONMENTAL CONDITIONS:	May be exposed to outdoor weather conditions, etc. or humid conditions indoors, and/or work near moving parts
NOISE LEVEL IN WORK ENVIRONMENT:	Medium
OTHER SPECIAL REQUIREMENTS:	Must be able to pass a DMV check and a pre-employment security check (as applicable) and comply with the GWIK Drug/Alcohol Free Workplace Policy

Initial: 9/2017