

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

ADC Attendant– JOB # NO523

DEPARTMENT: Retail/Production

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

REGULAR WORK SCHEDULE: 6:30 am – 6:15 pm, Sunday - Saturday. May be scheduled any day of the week or at any location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for receiving all donated items from contributors at Donation/Recycle Centers. Responsible for sorting all donations into proper categories. Assist customers in the disposal of recyclable materials.

SUPERVISION RECEIVED: Minimal: Works under the direct supervision of the Truck Driver/ADC Supervisor and/or the Production Coordinator.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for overseeing the functions of the Attended Donation Center (ADC) under their responsibility.
 - a. Ensuring that all donated goods at the ADC received, inspected, sorted, barbed and placed into holding bins awaiting pickup from a GWIK Truck Driver.
 - b. Ensuring that the ADC area and outside of the building are clean and safe.
 - c. Meet, greet and assist all customers in the disposition of recyclable materials via various recycling bins at the site.
 - d. Provide educational materials/information to all customers.
 - e. Receive all donated items from contributors and provide needed documentation.
 - f. Act in a positive and professional manner when representing Goodwill Industries- Knoxville.
 - g. Complete weekly reports detailing type and amount of items received at the center.
 - f. Tracking goals and objectives set forth by the Retail/Production Coordinator.
 - g. Responsible for contacting appropriate recyclers when recycle bins need to be emptied.
2. Responsible for working as a member of the team in the Attended Donation Center department at the Middlebrook Pike facility.
 - a. Responsible for attending all required meetings and in-service trainings.
3. Responsible for the health and safety of all staff assigned to the contract sites. Reporting immediately any accidents or Worker’s Compensation injuries to the Transportation/Data Clerk, and to the Safety Director.
4. Responsible for working under the direct supervision of the Transportation/Data Clerk to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by the Transportation/Data Clerk or supervisor in charge.
5. When not assigned to an ADC, staff member will work at the Middlebrook Pike facility as a Dock/Pre-Sort Assistant.
 - a. Responsible for receiving, inspecting, classifying, and routing to the proper department all donations received on the loading dock.
 - b. Unloads and loads materials on trucks.
 - c. Works on trash compactor and keep area neat, clean, and safe.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE

STANDARD

0-35	ADC Goals/Requirements--Providing excellent customer service to all customers creating a positive image for the Ops Department and GWIK. Good listening skills and remains calm when confronted with problems. Provide effective customer service to all external GWIK customers, vendors, inspectors, etc. Ensures that quality service/product is provided to all customers. Maintains a positive demeanor at all times. Takes initiative to complete tasks without being asked. Willingness to make decisions and to take responsibility. Always taking steps to improve the organization’s reputation. Willingness to work whenever needed. Takes initiative to build staff/Client loyalty.
0-35	Housekeeping/Safety/Clean Work Area/Reliability/Problem Solving --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. Assumes responsibility for the donation and recycling center. Is at work and on time whenever scheduled. Ability to develop solutions for problems that arise and take appropriate action, as needed.
0-20	Communications--Ensures effective communication occurs with the Transportation/Data Clerk. Ensures timely and courteous communications with City/County recycling representatives.
0-10	Miscellaneous Reports - Completes all paperwork and other assignments as required by this job description and the Production Coordinator in a timely manner and without errors as per GWIK and CARF requirements.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prior experience in retail sales/production 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: May perform at certain locations

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 to customers, clients, and other employees.

MATHEMATICAL SKILLS REQUIRED: Level 2

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY REQUIRED: Level 2

Ability to apply common sense understanding to carry out detailed but uninvolved written and/or oral instructions. Ability to deal with problems involving a few 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: None

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

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 11/12; Revised 11/11; Revised 11/10; Revised 11/09; Revised 3/09; Reviewed 12/08; Reviewed: 12/07; Reviewed 4/06