

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

**Store Manager I – JOB # NS640**

**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 day-to-day management of the retail facility including donated goods production, retail operations, supervision and training/development of staff and community service workers. Maintains communication with administrative offices for support.

**SUPERVISION RECEIVED:** Moderate: Maintains contact with the Production/Retail Coordinator and/or Vice President of Retail/Production on matters other than day-to-day activities. Periodic visits from administrative staff.

**SUPERVISION EXERCISED:** Supervises all store personnel including Assistant Store Manager, Sales/ Production Associate(s), Production Trainer, and Clients assigned to the Production area and Store.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Responsible for 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, 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 Manager is also responsible for working with the Assistant Manager and/or the Production Trainer to ensure the 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 their Supervisors to create solutions for identified problems and to implement solutions within their store.
- l) Coordinate with the VP of Retail and Marketing Department 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 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:** 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

**MINIMUM EXPERIENCE REQUIREMENT:** 1 – 2 years related experience and/or training

**MINIMUM EDUCATION REQUIREMENTS:** None

**ACCESS TO CONFIDENTIAL INFORMATION:** All Store Managers have access to their own sales figures. Store Managers in Satellites have access to records/information of Clients assigned in their store for training. High level of access to confidential records.

**HANDLE ORGANIZATIONAL FUNDS:** Handles all cash received in sales – makes daily 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 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 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 around moving mechanical parts, traffic conditions, hot and humid conditions, high/precarious positions, fumes/airborne particles, toxic/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.