

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

Industrial Services Division (ISD) Production Assistant– JOB # NI511

DEPARTMENT: Industrial Services Division (ISD)

EMPLOYMENT STATUS: Part Time/Non-Exempt/Hourly

REGULAR WORK SCHEDULE: 8:00 a.m. - 4:30 p.m. Monday – Friday (between the hours of)

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: Responsible for assisting in the Industrial Services Division of Goodwill Industries – Knoxville, Inc. (GWIK) including materials (production) scheduling and controls and ensuring quality assurance for all orders.

SUPERVISION RECEIVED: Moderate: Keeps ISD Coordinator & Commercial Services Coordinator informed of ISD/contract projects problems/progress.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for assisting with the functions of the ISD Contract and Production departments under their responsibility.
 - a. Ensuring that all contract work is completed as per the contract specifications, that each order passes the QA inspection, and that the shipment to the customer is completed on time.
 - b. Completing requested information in a timely manner.
 - c. May be trained to operate the forklift or other industrial equipment such as shrink wrapper, heat sealer, and pallet jack.
2. Responsible for working as a member of the team in the ISD Department at the assigned location.
 - a. Attending ISD staff meetings as requested to review program operations, new policies, procedures and paperwork, Participant issues, facility issues, and other location/program concerns.
 - b. Working with the ISD Coordinator and/or Commercial Services Coordinator to create solutions for identified problems and to implement solutions within the facility.
 - c. Providing a good role model to all staff and Participants by following organizational policies and procedures.
3. Responsible for attending all required In-Service meetings as requested.
4. Responsible for working to achieve program goals and objectives in accordance with ISD Departmental Goals and/or contract requirements.
 - a. Tracking daily, weekly, monthly and quarterly goals and goal accomplishments.
5. Responsible for assisting with the health and safety of all staff and Participants assigned to the contract sites.
 - a. Reporting immediately any accidents or Worker’s Compensation injuries to the ISD Coordinator, Commercial Services Coordinator, and the Workforce Development department and completing the proper paperwork.
6. Responsible for working cooperatively with all other GWIK staff to ensure the success of all GWIK functions and operations.
7. Responsible for reviewing and learning the policies and procedures contained within the Personnel, Workforce Development, and the Participants Handbook.
8. Responsible for maintaining satisfactory attendance and punctuality for themselves based on GWIK policies and procedures.
9. Responsible for working under the direct supervision of the ISD Coordinator to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by the Commercial Services Coordinator.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE

STANDARD

50	Ability to produce quality work within established work schedules and shipment deadlines. Maintains equipment as per specifications. Reports any problems to supervisor. Assists with maintaining accurate inventory of materials, striving to reduce waste, and informs supervisor when material purchase is warranted. Ability to meet all established work schedules and shipment deadlines. Ability to produce quality work as per Federal Government requirements.
25	Housekeeping/Safety--Maintaining a clean a safe environment for staff, customers and Participants, minimizing accidents by ensuring a hazardous-free environment, maintaining a clean and pleasant working environment for everyone at the facility. Maintain cleanliness of facility. Reduce number of accidents and take action to reduce accidents.
15	Promoting Teamwork/Leadership--Supports supervisor and enacts Goodwill policies with all staff. Provides leadership throughout the entire Organization. Fosters goodwill and motivation with all staff, extended employees and Participants. Maintains a positive demeanor at all times. Open to new ideas or changes.
10	Initiative--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 promote safety/security consciousness.

REQUIRED TECHNICAL SKILLS/ABILITIES: Prior industrial/manufacturing experience, and experience operating commercial equipment and forklifts is preferred or may be trained as needed. 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: None

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, Participants, 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 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: Must have good close vision, have the ability to adjust focus, and no depth perception or color vision problems.

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: 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.

Revised 11/17; Reviewed 12/16; Revised 03/16; Revised 11/15; Reviewed 12/14; Reviewed 12/13; Revised 9/13; Reviewed 12/12; Reviewed 11/11; Revised 11/10; Revised 11/09; Initial: 2/09