

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

Retail/Production Assistant– JOB #NO512

DEPARTMENT: Retail/Production

EMPLOYMENT STATUS: Full Time/Non-Exempt/Regular

REGULAR WORK SCHEDULE: Schedule will vary between contract hours of operation, currently ranging 8:00 – 7:30 Monday-Saturday or as needed: May work any schedule as needed.

GENERAL OVERALL OBJECTIVE OF POSITION: Responsible for completing regular up-keep of GWIK retail locations services.

SUPERVISION RECEIVED: Moderate: Supervised by Retail/Production Coordinator or Vice President of Retail/Production on day-to-day activities.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for completing cleaning, organization and minor repair projects within GWIK’s retail locations as assigned by the Retail/Production Coordinator or the VP of Retail and Production.
 - a. Ensuring that all GWIK retails stores are clean, organized, and pleasant for both staff and customers.
 - b. Set-up of new and expanded store locations.
2. Responsible for working as a member of the Retail team.
 - a. Working with the Retail/Production Coordinator to create solutions for identified problems.
 - b. Looking for and reporting all safety concerns within GWIK facilities.
 - c. Presenting oneself as a good role model by following organizational policies and procedures.
3. Responsible for working under the direct supervision of the Retail/Production Coordinator and the Vice President of Retail/Production to accomplish all the department’s essential duties and responsibilities, including all other duties as assigned by the Retail Coordinator and/or the Vice President of Retail/Production.
4. Responsible for working as a member of the team at the Middlebrook Pike facility.
 - a. Process all useable donations quickly and efficiently.
 - b. Attend staff and in-service meetings.

ANNUAL PERFORMANCE STANDARDS:

POINTS RANGE STANDARD

0-65	Completion of Work: Ensure that work is completed as per specifications, creating a positive image for GWIK. Takes initiative to complete tasks without being asked. Willingness to work whenever or wherever needed.
0-15	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. Completes all paperwork and other assignments as required by this job description in a timely manner and without errors as per GWIK and CARF requirements.
0-10	Communications: Maintains communication with the with the Retail/Production Coordinator or the Vice President of Retail/Production to report status of work, problems or other relevant information. Fosters goodwill and motivation with all staff. Maintains a positive demeanor at all times. Open to new ideas or changes.

0-10	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.
------	--

REQUIRED TECHNICAL SKILLS/ABILITIES: Prefer prior experience in a janitorial work setting using equipment in janitorial work.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None required

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: None

HANDLE ORGANIZATIONAL FUNDS: Not part of regular work duties

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 staff members.

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 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 good peripheral vision, and no depth perception 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: Moderate

OTHER SPECIAL REQUIREMENTS: Must have reliable transportation to and from work.

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 2/16; Reviewed 12/13; Reviewed 12/12; Revised: 11/11; Initial: August 2011