

GOODWILL EASTER SEALS OF THE GULF COAST
Job Description

TITLE:	Donor Greeter	DATE WRITTEN:	08/2010
DEPARTMENT:	Donated Goods	SUPERVISED BY:	Store Manager. Asst. Mgr.
SUPERVISES:	n/a	STATUS:	Hourly, Part-time or Full-time

Mission Contribution:

To provide excellent customer service and assist the store in reaching sales goals which will enable the agency to provide more employment opportunities and services to the community.

Function:

Provides World Class customer service by greeting and serving donors in a positive and timely manner and by handing donations with care and respect by sorting immediately into the proper bins.

Essential Functions:

1. Greets donors with a smile and in a friendly manner at donor's vehicle to offer assistance with donation within one minute.
2. Assists with unloading donations from the donors' vehicle.
3. Offers a "Donor Thank You" tax receipt, and completes daily donor count. .
4. Ensures a clean and clutter free center, inside and outside, at the end of each shift.
5. Coordinates with truck drivers and helps the actual loading of the trucks, when they arrive.
6. Completes daily reports, including in and out log and zip code reports.
7. Keeps donation area organized and hazard free, using authorized containers.
8. Keeps donation area clean and hazard free by mopping, sweeping and dusting as needed.
9. Monitors and reports to immediate supervisor, any needed supplies, including first aid supplies, containers, bins, paperwork or hangers.
10. Projects a positive company image through proper dress code. (Uniform shirt and visible name tag).
11. Sorts and hangs clothing with less than 5% being salvage.
12. Sorts and pairs sellable shoes and sorts belts and purses
13. Empties donation box at the beginning and end of every shift. Records accurate count of donations in box as well as count of donations left outside center and donation box 3 bags/boxes = 1 donation.
14. Assists in security by staying aware of customers' and employees' activities and reports any suspicious activity or theft to the supervisor, manager or call the theft "Hot Line" (251-471-3773).
15. Keeps store and bathrooms clean and hazard free by vacuuming, mopping, dusting and cleaning fixtures, as assigned.
16. Observes safety procedures and personnel policies.
17. Regular attendance is required as outlined in Goodwill Easter Seals' attendance policy.
18. Other duties as assigned.

Skills, knowledge and abilities: (these are required to enable job holder to perform the essential functions of the job).

1. Must be able to interact cordially and productively with a variety of people.
2. Must be able to market Goodwill Easter Seals and explain the mission to the general public.
3. Must be able to take initiative and work well with little supervision.
4. Must possess excellent organizational and communication skills.
5. Must be able to keep information confidential.
6. Must establish and maintain an effective working relationship with supervisor and co-workers.

7. Must be able to work a flexible schedule including nights and weekends.
8. Ability to function in a hectic work environment with occasional periods of high stress.
9. Must be able to distinguish between better name brands and everyday clothing.
10. Must be able to take initiative and make decisions with little supervision.
11. Ability to engage in frequent bending, stretching and stooping.
12. Ability to engage in prolonged standing, walking and twisting.
13. Must be able to lift and carry objects weighing up to 50 lbs. frequently, 75lbs. regularly and 100+ lbs. with assistance, occasionally.
14. Ability to use hands, fingers, wrists and arms to sort and hang clothing, repetitively.

Experience and Education Requirements:

- High School diploma or GED preferred, but not required.
- Prior work experience in the service industry preferred.

Working Conditions:

Considerable physical exertion. Exposure to soiled and damaged donated goods materials. Exposure to a variety of weather conditions (extreme heat, cold, rain, etc.).

Critical Performance Factors:

1. Customer Service
2. Safety/Accident Prevention
3. Image
4. Speed and quality of sorting and processing goods

I have read and understand this job description. I have discussed this job description with the supervisor/manager who interviewed me. If offered this position, I will be able to perform the essential functions of this position with or without accommodation.

Misrepresentations as to pre-existing physical conditions may void any workers' compensation benefits.

Applicant / Employee's Signature

Date

Supervisor/Manager's Signature

Date