

GOODWILL EASTER SEALS OF THE GULF COAST

Job Description

TITLE: Management Team Member (MTM) **DATE WRITTEN:** 01/2012

DEPARTMENT: Donated Goods **SUPERVISED BY:** Store Manager or V.P. of Donated Goods

SUPERVISES: Store Employees, participants/trainees **STATUS:** Hourly

Mission Contribution:

To ensure the efficient and cost effective operation and stewardship of the Goodwill Easter Seals retail store to maximize profitability and increase employment and/or training opportunities.

Function:

On a developmental capacity, this position is a Management Team Member who might be in charge of a store or might be a member of the leadership team at the store with store Manager-like responsibilities. Under the team leadership of the Director of Donated Goods or the Store Manager, the Management Team Member is responsible for everything that their assigned Store Manager does or fails to do.

Essential Duties: Performs all or a combination of most of the following responsibilities, while pursuing classroom and hands-on training to become a Management Team Member, based on business needs and individual training results.

1. Ensures World Class donor and customer service.
2. Personally and through Assistant Managers, trains, develops, supervises and evaluates team members within the framework of GES policies and procedures and job descriptions.
3. Must be able to conduct hands-on training and be proficient and meet the physical requirements in the performance of every store job. Must be a hands-on leader, personally involved in every area of the operation of the store.
4. Operates the retail store within budgeted expense to revenue ratios and donor value. Meets daily sales and processing goals.
5. Responsible for good stewardship of all donations, through proper handling and processing of incoming donation flow in and out of the retail store in accordance with Agency policies and procedures.
6. Personally checks the WESA reports, register journals, and bank deposits daily. Routinely audits register tills during business hours. Ensures there are individual cash drawers for all cashiers and that cash is counted before a cashier's shift begins and after the shift ends.
7. Manages payroll to meet sales and profit goals. Responsible for the review, audit and approval of time sheets.
8. Responsible for securing assistance and/or manpower to meet the maintenance needs of the store.
9. Responsible for the security and safety of the store. Reports all accidents and injuries of team members, trainees, and customers to the HRT Manager-Benefits and Safety immediately. Reports any safety, security, unusual incidents or loss prevention issues to the Assets Protection Manager immediately.
10. Responsible for ordering and maintaining supplies and all other agency property in a secured manner in accordance with established budget and Agency practices.
11. Ensure the following statistical counts are completed in an accurate and timely manner:
 - Donor counts
 - Cash counts
 - Rotation counts
 - Salvage
 - Bank deposits
 - Apparel hang counts
 - Donor transfers
 - Trash
12. Completes and analyzes information.
13. Works with the CCO and HRT Safety Manager to maintain compliance with Commission on Accreditation of Rehabilitation Facility standards.
14. Keeps abreast of product knowledge, industry trends, and competitive pricing through comparative shopping of competitors (e.g. full or discount retail, consignment, and second-hand thrift).
15. Ensures the goods are sized, colorized, barbed, tagged, and on the proper color/date rotation at all times. Ensures rotation and markdowns are taken according to guiding principles.
16. Performs assigned duties and management responsibilities within the framework of our Mission, Vision, Core Values and Guiding Principles.
17. Attends in-service and related training as assigned by Store Manager, Director or VP.

18. May be asked to participate in activities and events that promote and/or generate revenue for the agency.
19. Performs other duties as assigned by team leader.

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. Ability to use Word, Excel and Outlook required as well as ability to use other office equipment.
4. Must be able to take initiative and work well with little supervision.
5. Must possess excellent organizational and communication skills.
6. Must be able to keep information confidential.
7. Must be able to read, write and communicate clearly in English.
8. Must be able to maintain an effective working relationship with, and among employees while motivating them to their best performance.
9. Must be able to work a flexible schedule, on short notice, including nights and weekends, and regularly in excess of 40 hours per week.
10. Ability to function in a hectic work environment with occasional periods of high stress.
11. Must have a valid driver's license, liability automobile insurance and be insurable through the agency's insurance carrier.

Experience and Education Requirements:

- Experience in business (retail) setting.
- High School Diploma or GED required. Associate's Degree in business or related field or a Bachelor's degree preferred.
- Basic computer skills.
- Minimum of two years of management/supervisory experience preferred.
- Strong leadership, interpersonal and communication skills.
- Experience training individuals with disabilities and low socio-economic team members.
- Strong problem-solver and decision-maker.

Physical Requirements:

- Able to bend, reach and stand for extensive periods of time and lift up to forty pounds. May be required to lift heavier goods/items with the assistance of another team member.
- Able to perform tasks that require repetitive motion; i.e., tagging or hanging clothes. Manual dexterity is required.

Working Conditions:

Frequent physical exertion; exposure to unfit donated goods; regular travel throughout the Gulf Coast area.

Critical Performance Factors:

1. Donor Value
2. Budgeted Sales vs. Actual Sales
3. Budgeted Profit vs. Actual Profit
4. Sales per Labor Hour
5. Transaction Value
6. Customer Service
7. Retention
8. Safety/Accident Prevention
9. Image

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.

Employee/Applicant: _____ **Date:** _____

Supervisor/Manager: _____ **Date:** _____