

GOODWILL EASTER SEALS OF THE GULF COAST
Job Description

TITLE: Retail Associate **DATE WRITTEN:** 08/20/10
DEPARTMENT: Donated Goods **SUPERVISED BY:** Store Manager. Asst. Mgr.
SUPERVISES: n/a **STATUS:** Hourly, Part-time or Full-time

Mission Contribution:

To provide world class 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:

Processes and stocks donated goods and maintains the image of the retail store by making sure that items are clean and rotated, that the store is neat and clean and by providing excellent customer service.

Essential Functions:

1. Ensures World Class donor and customer service, greeting customers within 10 seconds and providing friendly service and information.
2. Reaches production guidelines, as assigned.
3. Sorts clothes into either salvage or sellable merchandise containers, with less than 5% salvage items being sorted into sellable merchandise.
4. Transfers racks from the back room to the sales floor when rack is full.
5. Places garments and small wares on the proper floor racks and shelves and restocks when racks get low or shelves look empty.
6. Removes empty hangers from the racks on the sales floor and returns them to the proper place in the production area, based on the type of hanger.
7. Ensures a clean and empty work station at the end of each shift.
8. Pulls and rotates store merchandise as instructed by supervisor or manager.
9. Keeps aisles free from debris in the production and sales floor area.
10. 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).
11. Observes safety procedures and personnel policies.
12. Regular attendance is required as outlined in Goodwill Easter Seals' attendance policy.

Marginal Duties as Assigned:

1. Checks, sorts and prices electrical equipment and small wares and prepares it for display on the sales floor.
2. Greets donors and assists them in bringing donations into the store and issues receipts, as necessary.
3. Keeps store and bathrooms clean and hazard free by vacuuming, mopping, dusting and cleaning fixtures, as assigned.
4. After audit by manager on duty, disposes of trash and un-usable merchandise into outside dumpster and breaks down cardboard boxes and stores in proper area.
5. Operates cash register, receives payments for purchases and records sales and other transactions, having no more than three \$5.00 over/under discrepancies in any three month period.
6. 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. 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 maintain an effective working relationship with, and among employees.
8. Must be able to work a flexible schedule including nights and weekends.
9. Ability to function in a hectic work environment with occasional periods of high stress.
10. Must be able to distinguish between better name brands and everyday clothing.
11. Ability to engage in frequent bending, stretching and stooping.
12. Ability to engage in prolonged standing, walking and twisting.
13. Ability to lift and carry objects weighing up to 25 lbs. frequently and 75 lbs. with assistance occasionally.
14. Ability to use fingers, hands and wrists, repetitively, while hanging and sorting clothes and merchandise.

Experience and Education Requirements:

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

Working Conditions:

Frequent physical exertion; exposure to unfit donated goods.

Critical Performance Factors:

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

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