

GOODWILL INDUSTRIES OF SOUTH CENTRAL CALIFORNIA

JOB DESCRIPTION

TITLE: Assistant Store Manager
DEPARTMENT: Retail Store
SUPERVISOR: Store Manager
CLASSIFICATION: Hourly/Non-Exempt
SUPERVISES: Sorter(s), Retail Clerk(s), Stock Clerk(s), Material Handler(s)
(In the absence of the Store Manager)

SCHEDULE

Goodwill Industries operates seven (7) days per week. Your schedule will be determined by your supervisor. Overtime may be required.

ESSENTIAL JOB FUNCTIONS

- Serve as a positive role model.
- Supervise and interact well with store personnel.
- Display merchandise goods on sales floor with effectiveness.
- Provide customer/donor services.
- Able to work required hours to complete duties.
- Sell and interact with customers and general public.
- Operate & supervise cash register procedures/make change.
- Complete paperwork flow and documentation in a timely manner.
- Perform and supervise housekeeping duties.
- Maintain confidentiality.

SPECIFIC JOB DUTIES AND RESPONSIBILITIES

1. Responsible to work with disabled/disadvantaged individuals and demonstrate positive, appropriate work behaviors by serving as a role model.
2. Responsible to follow safety policies and procedures and assist in ensuring safe working conditions at all times. Responsible to ensure the observance of safety policies and procedures by those supervised.
3. Responsible to assist in maximizing sales from store operations.
4. Responsible to assist in supervising all store activities in an orderly and professional manner as to ensure maximum customer satisfaction and to provide maximum security and protection of donated merchandise.

SPECIFIC JOB DUTIES AND RESPONSIBILITIES (CONT.)

5. Responsible to sell goods to customers, display merchandise on sales floor, provide all necessary customer services while maintaining a pleasant and polite manner.
6. Responsible to handle cash register functions and transactions including: Sales, refunds, voids, correct pricing, inventory control and receipting to customers. Also, responsible for cash register funds including: deposits and store change fund counts and accounting for overages and shortages.
7. Responsible to fulfill and supervise production functions such as: receive donated goods, direct donors to proper location, issue receipts, sort and select merchandise, price and mark items and perform other production functions as determined by supervisor.
8. Responsible to assist in performing all necessary personnel functions as determined by company policies and procedures including record keeping, scheduling, payroll management, monthly budget, disciplinary functions, evaluations and training.
9. Responsible to perform and supervise housekeeping duties. These duties include but are not limited to: cleaning and straightening of the sales floor and production areas by sweeping, mopping, washing and/or dusting as needed. Also attend to store safety conditions as determined by company policy and store supervisor.
10. Responsible to perform necessary record keeping and reporting of money, sales and production in an accurate and timely manner.
11. Responsible to enforce and effectively communicate company policies and procedures to all personnel.
12. Responsible for attending all Loss Prevention meetings, learning the material, training subordinates, enforcing all policy, procedure and audit requirements relative to Loss Prevention.
13. Responsible to attend meetings and training sessions as required.
14. Responsible for other duties as assigned.

PHYSICAL REQUIREMENTS

- | | | | |
|-------------|--------------------|-----------|-----------|
| - Mobility | - Handling | - Talking | - Hearing |
| - Stooping | - Reaching | - Pulling | - Seeing |
| - Balancing | - Carrying | - Pushing | - Lifting |
| - Crouching | - Finger Dexterity | | |

MINIMUM QUALIFICATIONS

Two years of increasingly responsible experience in the retail industry with up to one year of supervisory experience. Experience in using a cash register. Ability and experience in personnel management. Ability to communicate effectively both orally and in writing. Able to read and write. Able to calculate and execute basic accounting and cash control procedures. Possession of basic judgement skills to determine the value of merchandise. Must be able to work with a wide variety of individuals. Must be able to follow procedures and be willing to accept direction. Have the ability to work in an environment that is occasionally hectic with occasional high stress; possession of a valid California Driver License and proof of vehicle insurance; or an equivalent combination of training, ability and experience.

SIGNATURES

Employee

Date

Supervisor

Date

