



**JOB DESCRIPTION  
ASSISTANT STORE MANAGER**

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**MISSION:**

Goodwill's mission is to provide work opportunities and skills development to people with barriers to employment.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

<p><b>STRATEGIC VISION:</b></p> <p>Every person in Kern, Kings and southern Tulare counties has the opportunity to achieve his/her fullest potential through the power of work.</p>	<p><b>VALUES:</b></p> <ul style="list-style-type: none"><li>• Accountability</li><li>• Integrity</li><li>• Dignity</li><li>• Diversity</li><li>• Entrepreneurial Spirit</li><li>• Excellence</li><li>• Opportunity</li><li>• Responsibility</li></ul>
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**DEPARTMENT:** Retail Services

**PURPOSE OF POSITION:** The Assistant Store Manager is responsible to oversee the daily operations of the store. Assist with the planning and monitoring of product inventory, purchasing and sales. Work closely with Retail Store Manager to coordinate and determine the most cost-effective marketing and assemble the best possible sales team. Serve as a positive role model by providing training and maintaining the skills and safety of current staff.

**SUPERVISION RECEIVED:** Store Manager

**SUPERVISION EXERCISED:** Retail Store Staff

**CLASSIFICATION:** Non-exempt

DUTIES AND RESPONSIBILITIES: (Position may perform some or all of the duties described below):

1. Assist in maximizing sales from store operations.
2. Assist in supervising all staff and store activities in an orderly and professional manner as to ensure maximum customer satisfaction and to provide maximum security and protection of donated merchandise.
3. Sell goods to customers, display merchandise on sales floor, provide all necessary customer services while maintaining a pleasant and polite manner.
4. 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 all safe handling procedures.
5. Address customer needs by immediately resolving conflict and inspiring long-term customer relationships.
6. Prepare weekly employee schedules.
7. 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. 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 to maintain cleanliness of donation area, interior and exterior of the store.
10. Perform necessary record keeping and reporting of money, sales and production in an accurate and timely manner.
11. Enforce and effectively communicate company policies and procedures to all personnel.
12. Complies with Safety and Loss Prevention policies and procedures
13. Report and document safety hazards, potentially hazardous conditions, and unsafe practices and procedures.
14. Responsible to practice and ensure the observance of safety policies and procedures by those supervised.
15. Maintain a high level of confidentiality.
16. Enforce and effectively communicate company policies and procedures to all personnel.
17. Complies with Safety and Loss Prevention policies and procedures

18. Report and document safety hazards, potentially hazardous conditions, and unsafe practices and procedures.
19. Responsible to practice and ensure the observance of safety policies and procedures by those supervised.
20. Understand and follow all store safe handling procedures and paperwork including all banking functions.
21. Attends meetings and training sessions as required.
22. Maintain confidentiality and cooperative working relationships at all times.
23. Maintains Professional, polite and positive relationship with Clients, Customers, and Coworkers at all times.
24. Provides all necessary customer service while projecting a positive image during public contact.
25. Responsible for other duties as assigned.

**MINIMUM JOB REQUIREMENTS:**

1. Two years of increasingly responsible retail management experience with one year experience in supervision.
2. Experience using a cash register.
3. Ability to communicate effectively both orally and in writing.
4. Able to calculate and execute basic accounting and cash control procedures.
5. Basic judgment skills to determine the value of merchandise.
6. Valid California Driver's License preferred, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

PHYSICAL REQUIREMENTS/DEMANDS: Assistant Store Manager

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing			x	
2. Bending			x	
3. Carrying				x
4. Climbing		x		
5. Crawling		x		
6. Crouching		x		
7. Feeling			x	
8. Fingering/Fine Dexterity			x	
9. Flexing Wrist			x	
10. Grasping/Squeezing		x		
11. Handling/Gross Dexterity				x
12. Hearing			x	
13. Kneeling		x		
14. Lifting			x	
15. Pulling			x	
16. Pushing			x	
17. Reaching – Above Shoulder			x	
18. Reaching – Shoulder & Below			x	
19. Reclining	x			
20. Sitting		x		
21. Standing			x	
22. Stooping		x		
23. Talking				x
24. Tasting/Smelling	x			
25. Throwing			x	
26. Turning Body				x
27. Twisting Body				x
28. Walking				x
29. Near Vision		x		
30. Midrange Vision		x		
31. Far Vision		x		
32. Depth Perception		x		
33. Visual Accommodation		x		
34. Color Vision			x	
35. Field of Vision/Peripheral		x		

**LIFTING AND CARRYING REQUIREMENTS/DEMANDS:**

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	(Administrative/Clerical) Class 1 Light Activity	Lift/Carrying Minimum 30 LBS		
x	<b>MEDIUM</b> (Moderate Physical Activity)		Lift/ Carrying Minimum 50 LBS	
	<b>HEAVY</b> (Heavy Physical Labor)			Lift/Carrying Minimum 70 LBS

**ENVIRONMENTAL CONDITIONS:**

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors				x
Outdoors		x		
Dust		x		
Electric Shock	x			
Explosive	x			
Exposure to Weather		x		
Extreme Cold		x		
Extreme Heat		x		
Fumes/Gases	x			
High Exposed Places	x			
Loud Noises		x		
Mist		x		
Moving Mechanical Parts		x		
Odors		x		
Poor Ventilation	x			
Radiant Energy	x			
Toxic/Caustic Chemicals		x		
Vibration		x		
Wet/Humidity		x		

NAME:	
SIGNATURE:	DATE: