



JOB DESCRIPTION RETAIL CLERK

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.

STRATEGIC VISION:

Every person in Kern, Kings and southern Tulare counties has the opportunity to achieve his/her fullest potential through the power of work.

VALUES:

- Accountability
- Integrity
- Dignity
- Diversity
- Entrepreneurial Spirit
- Excellence
- Opportunity
- Responsibility

DEPARTMENT: Retail Services Department

PURPOSE OF POSITION: The Retail Clerk provides customer service, processes payments, and maintains the sales floor.

SUPERVISION RECEIVED: Retail Management

CLASSIFICATION: Non-Exempt

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

1. Sells merchandise to the general public and displays merchandise on the sales floor.
2. Provides all necessary customer service while projecting a positive image during public contact.
3. Handles cash register functions and transactions including: sales, voids, overrings, correct pricing, inventory control, and receipting to customers.
4. Responsible for cash register accuracy including before and after counts, daily reports and accounting for overages and shortages.
5. Responsible for maintaining confidentiality and cooperative working relationships at all times.
6. Maintains professional, polite and positive relationship with Clients, Customers, and Coworkers at all times.
7. Performs necessary record keeping and reporting of money, sales, inventory and production.
8. Responsible to fulfill production functions such as; receive and process donated goods, direct donors to proper locations and issue receipts and/or printed information.
9. Responsible to display merchandise for sale.
10. Responsible to perform housekeeping duties to maintain cleanliness of donation area and interior and exterior of the store.
11. Complies with Safety and Loss Prevention policies and procedures.
12. Follow policies and procedures.
13. Ensure safe work conditions at all times.
14. Responsible for other duties as assigned.

MINIMUM JOB REQUIREMENTS:

1. One year of experience in a retail environment with some cash handling experience
2. High School diploma or GED preferred.
3. Ability to read and write.
4. Knowledge of basic math operations such as addition, subtraction, multiplications, division and percentages.

PHYSICAL REQUIREMENTS/DEMANDS: Retail Clerk

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	MEDIUM (Moderate Physical Activity)		Lift/ Carrying Minimum 50 LBS	
	HEAVY (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: