

## JOB DESCRIPTION RETAIL SUPERVISOR

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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.

### **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 Supervisor supports retail management by supervising store activities ensuring maximum customer satisfaction, processing of donated goods and periodic daily record keeping of money, sales and inventory.

**SUPERVISION RECEIVED:** Reports to Retail Services Management Staff

**SUPERVISION EXERCISED:** Retail Staff

**CLASSIFICATION:** Non-Exempt

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

1. Assists in supervising all staff and store activities in an orderly and professional manner to ensure maximum customer satisfaction and provide maximum security and protection of donated merchandise.
2. Responsible to sell merchandise to the general public, display merchandise on sales floor, provide all necessary customer service while projecting a positive image during public contact.
3. Handles cash register functions and transactions including: sales, voids, over-rings, correct pricing, inventory control, and receipting to customers.
4. Responsible for the cash register fund including before and after counts, daily reports and accounting for overages and shortages.
5. Performs necessary record keeping and reporting of money, sales, inventory and production.
6. Responsible to fulfill production functions such as: receive donated goods, direct donors to proper location, issue donation receipts, sort and select merchandise, prepare merchandise for sale, floor display, and mark items.
7. Maintain a high level of confidentiality.
8. Enforce and effectively communicate company policies and procedures to all personnel.
9. Complies with Safety and Loss Prevention policies and procedures
10. Report and document safety hazards, potentially hazardous conditions, and unsafe practices and procedures.
11. Responsible to practice and ensure the observance of safety policies and procedures by those supervised.
12. Understand and follow all store safe handling procedures and paperwork including all banking functions.
13. Attends meetings and training sessions as required.
14. Maintain confidentiality and cooperative working relationships at all times.
15. Maintains Professional, polite and positive relationship with clients, customers, and coworkers at all times.
16. Responsible for other duties as assigned.

MINIMUM JOB REQUIREMENTS:

1. One year of supervisory retail experience.
2. Have the ability to read and write.
3. Knowledge of basic math operations such as addition, subtraction, multiplication, division and percentages.
4. Excellent interpersonal communication skills in order to interact with all levels of management, employees, clients, and the public.
5. Valid California driver's license preferred, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

PHYSICAL REQUIREMENTS/DEMANDS: Supervisor

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