

JOB DESCRIPTION

Job Title: Keyholder
Department: Retail
DOT Code: 185.437-046

Job Relationships

Supervised by: Retail Store Manager
Supervises: Cashier and Clerk

Hours of Work: Variable days-Full Time (40 hours per week.) Weekend and flexibility required.

Position Summary: Responsible to the Store Manager and accountable for the basic merchandising and operational duties of a Goodwill Store through the sales of used and reconditioned goods to the general public according to established policies and procedures for the stores.

Duties & Responsibilities:

- 1) Responsible for store opening and closing procedures, including correct distribution of cash, cash register procedures and accurately completing a daily sales report.
- 2) Assures customers receive efficient and courteous service. Receives and answers, within established guidelines, customer questions and complaints.
- 3) Responsible for inventory control through accurately selling and rotating merchandise according to the established pricing guides and color rotation schedules.
- 4) Responsible for assisting the Store Manager in all aspects of running a Goodwill store. This will include, but not limited to: employee training, adhering to and ensuring policies and procedures are followed, disciplinary action, merchandising, operation standard and safety awareness.
- 5) Responsible for participating in, and insuring that all Cashiers participate in, the Round Up Program and follow the Round Up Procedure with every transaction.
- 6) Responsible for receiving, stocking and maintaining inventory and supplies.
- 7) Able to make nightly bank deposits and/or travel to the bank for various needs such as change orders.
- 8) Responsible for the well being and safety of all employees and customers.
- 9) Performs any other duties as assigned by the Store Manager.
- 10) Demonstrates Goodwill ethics and values.

Education & Experience:

- 1) High School Graduate or equivalent.
- 2) Valid driver's license and proof of vehicle insurance.
- 3) 6 months to 1 year of supervisor or management experience, or at least 6 months experience as a Goodwill Store cashier.
- 4) Good oral and written communication skills.
- 5) Good math skills
- 6) Able to relate or communicate well with employees and the public.
- 7) Able to make decisions and assume responsibility.

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- 8) Work well under reasonable pressure.

Physical Requirements/Working Conditions:

- 1) Ability to lift up to 35 lbs.
- 2) Must be able to reach, bend, stoop, walk, and twist frequently.
- 3) Ability to stand for at least 4 hours at a time.
- 4) Ability to work at a fast and productive pace.

Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability. Goodwill Industries does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.