

JOB DESCRIPTION

Job Title: Manager
Department: Retail
DOT Code: 185.337-046

Job Relationships

Supervised by: Director of Retail

Supervises: Production Manager, Associate Manager, Sales Associates, Production Associates and Attendants.

Hours of Work: Hours may vary to ensure that the store is fully covered during the scheduled hours of operation.

Position Summary: Responsible to the Director of Retail and accountable for incoming donations, production, merchandising presentation and operational duties of a Goodwill Store. Manages the sales of used or reconditioned goods to the general public according to established policies and procedures for the store.

Duties & Responsibilities:

- 1) Meet store goals. Identify work to be done; prioritize and delegate to reach performance goals. Hold self and team accountable for driving results.
- 2) Adhere to, help develop and manage Goodwill operational standards. This includes but is not limited to: opening and closing procedures, cash management, pricing, rotation schedule, processing donations, store and salvage returns, record keeping and reporting information.
- 3) Responsible for implementing and maintaining the stores merchandising standards according to the direction given by both the Director of Retail and Merchandising Coordinator.
- 4) Ensure donations are received and processed quickly, efficiently, and meet quality standards. Monitor inventory levels, production, and donation volume to drive retail sales.
- 5) Responsible for inventory control through accurately receiving, processing, selling and rotating stock according to the established production procedures, pricing guides and color rotation schedule.
- 6) Oversees the overall maintenance and general housekeeping of the building; reporting all issues and repair recommendations to the Director of Retail.
- 7) Schedules proper coverage of the store, production and donation employees to ensure that sales will be maximized (i.e. days off, lunch breaks, and morning and afternoon rest periods, and arranging vacations)
- 8) Ensure employees time cards are calculated daily and are accurate before submitting to payroll for processing. Must adhere to deadlines given by the Director of Retail.
- 9) Ensures that all employees provide courteous customer service. Be able to assist customers, answer question and handle any situation that may arise.
- 10) Orders all supplies necessary to maintain daily operations and prevent uninterrupted business procedure : (register, office, housekeeping, production and donation supplies).
- 11) Attends all scheduled meetings, merchandising workshops and phone conferences.

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- 12) Responsible for training and development of all employees, which will include but not limited to job tasks, policies, procedures, safety awareness and disciplinary action.
- 13) Responsible for all employees and customers well being and safety.
- 14) Performs others tasks as assigned by the Director of Retail.
- 15) Works collaboratively with others to further the mission of Goodwill.
- 16) Demonstrates Goodwill ethics and values.

Education & Experience:

- 1) High School Graduate or equivalent or equivalent with a minimum of 1 year experience providing services to individuals with disabilities.
- 2) Some college preferred.
- 3) Must have 3+ years experience as a Retail Manager.
- 4) Valid driver's license and proof of vehicle insurance.
- 5) Ability to plan, prioritize and delegate responsibility.
- 6) Good oral and written communication skills.
- 7) Good math skills
- 8) Proficient in Microsoft Word, Excel and Outlook.
- 9) Able to relate and communicate tactfully with employees and the general public.
- 10) Able to make decisions, work well under reasonable pressure and assume responsibility.

Physical Requirements/Working Conditions:

- 1) Ability to lift up to 50 lbs.
- 2) Must be able to reach, bend, stoop, walk, and twist frequently.
- 3) Ability to stand for at least 4-5 hours at a time.

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.