



JOB DESCRIPTION **(702) Assistant Store Manager**

Goodwill employees are expected to represent the highest standards of behavior and job performance by: 1) acting with honesty and integrity; 2) ensuring that all business activities are transparent and ethical; and 3) achieving goals in alignment with Goodwill's Mission, Vision and Values.

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

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 & Inclusion ~ Ingenuity ~ Opportunity

SUPERVISION RECEIVED: Retail Store Manager

SUPERVISION EXERCISED: Retail Store Staff

CLASSIFICATION: Non-Exempt

DEPARTMENT: Retail Services Department

POSITION SUMMARY: The Assistant Store Manager is responsible to oversee the daily operations of the store in support of the Retail Store Manager, 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.

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.

Standards of Performance and Conduct (each is an essential function):

1. Ensure actions are consistent with Goodwill ethics, policies, procedures, goals and mission.
2. Work collaboratively with management and staff to achieve overall organizational goals.
3. Consistently maintain acceptable level of productivity, ensuring financial services and accounting functions are completed accurately and timely.
4. Punctual and regular in attendance, understanding that time away from work is approved and taken in accordance with established policies.

5. Perform duties in a manner that promotes a team concept and reflects Goodwill's mission, philosophy, and core values of accountability, integrity, dignity, diversity, ingenuity, excellence, opportunity and responsibility.
6. Work in accordance with Goodwill policies, procedures and generally accepted business practices.
7. Promote a favorable image and works cooperatively with all organization employees, participants, customers and other persons contacted during the course of performing duties.
8. Maintain strict confidentiality in all aspects of work; comply with privacy and confidentiality policies.
9. Attend required safety training and participate in safety drills and exercises.
10. Safeguard company property, including donated goods.

Essential Duties and Responsibilities include the following: Other duties may be assigned.

1. Assist in responsibilities to maximize production and sales from store operations while maintaining accurate records of store sales, production and donations, while controlling expenditures of supplies and utilities.
2. Timely and accurate processing of incident reports for HR, Safety, WC, and Loss Prevention, closing reports, production reports, employee logs and all other necessary reports as necessary; generally, to be completed within one hour.
3. 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.
4. Assist in supervising all store activities in an orderly and professional manner as to ensure maximum customer satisfaction and to provide maximum service to employees and security and protection of donated merchandise.
5. Fulfill and supervise production functions such as: store opening and closing processes, tracking and documentation of production goals, auditing of employee work efforts, and other production areas.
6. Serve as a working manager by assisting to back-fill production and sales efforts when shore staffed.
7. Assist in maximizing sales to customers and creating ~~an~~ pleasant atmosphere for all donors and customer.
8. Address customer needs by immediately resolving conflict and inspiring long-term customer relationships.
9. Serve as a positive role model by providing training and maintaining the skills and safety of current staff.
10. Assist in overseeing banking functions related to the store including making bank deposits, maintaining and ordering store change funds, keeping legible and accurate paperwork on all monetary transactions.
11. Gather information for investigations into safety, workers compensation, and loss prevention incidents.
12. Assist in cash register functions and transactions including: sales, over rings, voids, correct pricing, inventory control and receipting to customers. Also, responsible for register cash fund including: deposits, drops, and store change fund counts and accounting for overages and shortages. Ensure correct check acceptance policies and debit/credit card activities.
13. Address customer needs by immediately resolving conflict and inspiring long-term customer relationships.
14. Assists in performing all necessary personnel functions as determined by company policies and procedures including record keeping, scheduling, payroll management,

monthly budget, disciplinary functions, evaluations, safe handling procedures and training.

15. Assist in disciplinary and evaluation of all assigned staff.
16. Assist in performing and supervising housekeeping duties. These duties include but are not limited to: cleaning and straightening of the sales floor and production areas by sweeping, mopping, washing and/or dusting as needed. Also attend to store safety conditions as necessary and determined by company policy.
17. Audit and enforce employee production efforts.
18. Prepare weekly employee schedules, ensuring that PTO, RDO, and Sick leave requests are appropriately processed in the HRMS timekeeping and scheduling system.
19. 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.
20. 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.
21. ~~Create~~ Perform necessary record keeping and reporting of money, sales and production in an accurate and timely manner.
22. Enforce and effectively communicate company policies and procedures to all personnel.
23. Report and document safety hazards, potentially hazardous conditions, and unsafe practices and procedures so that they may be addressed appropriately throughout the organization.
24. Attend meetings and training sessions as required.
25. Maintain confidentiality and cooperative working relationships at all times.
26. Maintain professional, polite and positive relationship with clients, customers, and coworkers at all times.
27. Enforce and effectively communicate company policies and procedures to all personnel.
28. Follow all employment, safety and loss prevention policies and procedures and always enforce safe and secure working conditions.
29. Responsible to work safely at all times and to report all workplace injuries, accidents, or near misses to supervisor and/or Safety Manager.
30. Report any incident of theft, fraud, waste or unauthorized possession of company property.
31. Perform other duties as assigned that would lead to successful operation of department, team and/or mission.

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.

Qualifications:

Knowledge of business and management principles involved in strategic planning; resource allocation, human resources modeling, leadership technique, production and sale methods, and coordination of people and resources. Knowledge of principles of processes for providing

customer and personal service, assessing customer needs and meeting quality standards for service. Knowledge of principles and procedures for personnel recruitment, selection, training, labor relations, personnel information systems, and timekeeping.

Education and/or Experience:

1. Three years of retail management experience with two years' experience of staff 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.

Language Skills: Ability to effectively present information and respond to questions from groups, managers, employees, clients, customers, and the general public using tact, courtesy and cooperativeness.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions and deal with several abstract and concrete variables; exercise judgment, resourcefulness, ingenuity and initiative.

Other Skills and Abilities: Knowledge of basic word processing, accounting and spreadsheet software. Ability to operate office equipment, including computer, telephone, cell phone, tablet, fax and copy machine.

Certificates, Licenses, Registrations: Valid Driver's License, car insurance and/or reliable automobile preferred, but not required.

Physical Requirements and Work Environment: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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		
	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: