

## JOB DESCRIPTION

**TITLE:** Retail Material Handler  
**DEPARTMENT:** Retail Services  
**SUPERVISOR:** Store Manager  
**CLASSIFICATION:** Hourly/Non-Exempt  
**SUPERVISES:** None

### SCHEDULE

Goodwill Industries operates certain departments seven (7) days per week. Your supervisor will determine your work schedule. Overtime may be required.

### ESSENTIAL JOB FUNCTIONS

- Serve as a positive role model
- Provide customer service
- Use material handling equipment while moving merchandise
- Able to work required hours to complete duties
- Load and unload materials to/from trucks and/or bins.
- Complete documentation daily as needed
- Maintain good attendance according to company policy

### SPECIFIC JOB DUTIES AND RESPONSIBILITIES

1. Responsible to work with disabled/disadvantaged individuals and demonstrate positive, appropriate work behaviors by serving as a role model.
2. Responsible to follow safety policies and procedures and assist in ensuring safe working conditions at all times.
3. Responsible to sort, select and properly display merchandise in accordance with the company's procedure.
4. Responsible to receive donated goods, direct donors to proper locations and issue receipts if needed.
5. Responsible to perform necessary record keeping pertaining to daily activities and other reports as needed in a neat and legible manner.
6. Responsible to assist with the cash register during the store's open hours.
7. Responsible to provide all necessary customer service while projecting a positive image during public contact.

**SPECIFIC JOB DUTIES AND RESPONSIBILITIES (CONT.)**

8. Responsible to perform housekeeping duties. These duties include but are not limited to: cleaning and straightening of the donation station's inside and outside areas as needed.
9. Responsible to attend meetings and training sessions as required.
10. Responsible to follow Loss Prevention policies and procedures and to comply with Loss Prevention audits.
11. Responsible for other duties as assigned.

**PHYSICAL REQUIREMENTS**

- |             |                    |           |                 |
|-------------|--------------------|-----------|-----------------|
| - Mobility  | - Handling         | - Talking | - Hearing       |
| - Stooping  | - Reaching         | - Pulling | - Seeing        |
| - Balancing | - Carrying         | - Pushing | - Lifting       |
| - Crouching | - Finger Dexterity |           | (Up to 100 lbs) |

**MINIMUM QUALIFICATIONS**

Must be able to read and write. Have basic judgement skills to sort merchandise. Have basic knowledge of material handling and cash register operations. Have a valid California Drivers License. Have some prior customer service experience. Must be able to work with a wide variety of individuals. Must be able to follow procedures and be willing to accept direction. Have the ability to work in an environment that is occasionally hectic with occasional high stress; or an equivalent combination of training, ability and experience.