

GOODWILL INDUSTRIES OF SOUTH CENTRAL CALIFORNIA

JOB DESCRIPTION

TITLE: Store Manager
DEPARTMENT: Retail Store
SUPERVISOR: Director of Retail Operations
CLASSIFICATION: Staff/Exempt
SUPERVISES: Assistant Manager(s), Sorter(s), Retail Clerk(s), Stock Clerk(s), Material Handler(s), Work Experience Trainee(s)

SCHEDULE

Goodwill Industries operates seven (7) days per week. Your schedule will be determined by your supervisor. Staff/Exempt positions require a minimum of forty (40) hours per week, often individual may need to work more hours to adequately achieve the responsibilities of this position.

ESSENTIAL JOB FUNCTIONS

- Serve as a positive role model.
- Supervise and interact well with store personnel.
- Provide customer/donor services.
- Able to work required hours to complete duties.
- Ensure daily banking, change needs.
- Sell and interact to/with customers and general public.
- Complete paperwork flow and documentation in a timely manner.
- Maintain a high level of confidentiality.
- Effectively display merchandise goods on sales floor.
- Perform and supervise inventory and production levels.
- Operate and supervise cash register procedures and make Change.
- Perform and supervise housekeeping duties.

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 ensure safe working conditions at all times. Responsible to ensure the observance of safety policies and procedures by those supervised.
3. Responsible to maintain a high level of confidentiality.
4. Responsible to maximize production and sales from store operations.

SPECIFIC JOB DUTIES AND RESPONSIBILITIES (CONT.)

5. Responsible to supervise all store activities in an orderly and professional manner as to ensure maximum customer satisfaction and to provide maximum security and protection of donated merchandise.
6. Responsible to 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.
7. Responsible to sell goods to customers, display merchandise on sales floor effectively, provide all necessary customer services while maintaining a pleasant and polite manner.
8. Responsible for all banking functions related to the store. Including making bank deposits, filling change requirements, etc.
9. Responsible to handle 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 and store change fund counts and accounting for overages and shortages. Ensure correct check acceptance policies, charge card activities.
10. Responsible to perform all necessary personnel functions as determined by company policies and procedures including record keeping, scheduling, payroll management, monthly budget, disciplinary functions, evaluations and training.
11. Responsible to perform and supervise 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 determined by company policy.
12. Responsible for attending all Loss Prevention meetings, learning the material, training subordinates, enforcing all policy, procedure and audit requirements relative to Loss Prevention.
13. Responsible to perform necessary record keeping and reporting of money, sales and production in an accurate and timely manner.
14. Responsible to enforce and effectively communicate company policies and procedures to all personnel.
15. Responsible to attend meetings and training sessions as required.
16. Responsible for other duties as assigned.

PHYSICAL REQUIREMENTS

- Mobility
- Handling
- Talking
- Hearing
- Stooping
- Reaching
- Pulling
- Seeing
- Balancing
- Carrying
- Pushing
- Lifting
- Crouching
- Finger Dexterity

MINIMUM QUALIFICATIONS

Three years of increasingly responsible retail management experience with two years experience in supervision. Experience in using cash register. Ability to communicate effectively both orally and in writing. Ability to read and write. Able to calculate and execute basic accounting and cash control procedures. Have basic judgement skills to determine the value of merchandise. 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. Provide own transportation to fulfill job duties; possession of a valid California Drivers License and proof of vehicle insurance; or an equivalent combination of training, ability and experience.

SIGNATURES

Employee

Date

Supervisor

Date