



# MARION GOODWILL INDUSTRIES, INC.

## Job Description

Job Title: Retail Associate  
Classification: Regular  
Reports To: Store Management Team  
FLSA Status: Non - Exempt  
Supervises: N/A  
Revised Date: 1/2014

### **Mission Statement**

To assist individuals with disabilities and other special needs to attain self-sufficiency through employment and training, thus enabling them to reach their maximum potential within the community.

### **Job Objective**

To assist the management team by delivering exceptional customer service that is timely and accurate; and making product available for our Goodwill customers to purchase in a timely safe manor. Carry out the Marion Goodwill Industries, Inc. mission statement.

### **Essential Job functions**

#### **Customer Service:**

- Demonstrate outstanding customer service, able to show customer respect at all times, & settling for nothing less than excellence while performing daily responsibilities.
- Observing the 10-foot rule, which ensures every customer encountered at this distance is aided in a polite & serviceable manner.
- Greet all customers with a pleasant, warm greeting and smile as they enter the building, direct customers to areas of the store as requested, and thank all customers as they exit the building.
- Promotes sale of merchandise & special sale items.
- Demonstrate a professional, presentable appearance, including visible presence of the issued nametag according to Marion Goodwill dress code.
- Ability to pay close attention to his/her surroundings and alert management to any situation that seems dangerous and/or suspicious.
- Responsible for maintaining a safe workplace and complying with all state and federal safety and health regulations as well as company safety policy and procedures.
- Attend all training/meetings as scheduled.
- Is aware of and follows all company policies and procedures as outlined in the Employee Handbook and ongoing training.
- Works as scheduled, being flexible when needed.

#### **Sales Floor:**

- Answer incoming phone calls in a friendly and professional manner and direct customer calls to the appropriate dept/area of store.
- Assist at cash registers wrapping and/or bagging merchandise.
- Provide carry out service, as needed.
- Remove clothes from dressing rooms and rehang them on racks.
- Remove merchandise stock from sales floor to backroom.
- Aid in the presentation of professional store displays.
- Clean and maintain all store fixtures.
- Ensure organization of all products on the sales floor. (Examples: color code clothing and categorizing wares.)

#### **Cashier:**

- Perform opening tasks, including light housekeeping of cash work station and re-stocking of the cashier work station daily.
- Perform register opening and closing duties, including counting your register accurately using basic mathematics skills, removing detail register tapes, and providing your register drawer to supervisor for final audit.
- Take responsibility for individually assigned register.
- Collect cash, checks, charge payments, due bills, supersaver cards and gift certificates from customers and make change accurately for cash transactions, repeat back to the customer the amount dispersed in dollars and cents and provide register receipts to customers.
- Make evident the ability to administer discounts when and where applicable.
- Package customer purchases in bags or boxes with care.
- Assist with customer service at adjacent workstations, if applicable.

- Answer telephone and provide announcements on paging system, as needed.
- Perform other merchandise and supply stocking duties as assigned.

**Merchandise Processor:**

- Transport items to and from the sales floor.
- Place items on shelves, in bins, or on racks according to Marion Goodwill Industries Inc. standards.
- Face shelves, racks, and/or bins according to display standards.
- Remove/Pull expired items from displays sales floor.
- Prepare items for sale by sorting, hanging, pricing and/or tagging merchandise.
- Prepare furniture for the sales floor as needed.
- Keep accurate records of processed items, carts or racks and report to management daily.
- Attain and exceed daily production goals.
- Responsible for learning and executing all Consumer Product Safety Commission recalls.

**Donation Attendant:**

- Assist and receive donated goods from the donors by helping unload cars & carrying donations.
- Collect and bag/box all donations brought in.
- Organize donations as they are brought in, utilizing space available.
- Provide receipts to donors.
- Maintain accurate donation records of total donors on a daily and weekly basis.
- Assist truck drivers, to the best of your ability, when loading donations.

**Cleaning:** (Inside and/or outside of the location)

- Sweep and/or mop floors.
- Vacuum carpeted areas, as needed.
- Clean windows; dust fixtures and shelves, as necessary.
- Clean and supply bathrooms as needed.
- Empty garbage and recycling bins.
- Retrieve and collect shopping carts and baskets, as necessary.
- Reports any accidents/incidents and unsafe conditions to the store manager(s) and assists with completing appropriate reports.

**Critical Skills:**

- Must be able to work independently in a store team environment.
- Academic preparation preferably at high school level or GED.
- Some retail experience preferred.
- Must be 16 years of age or older, have command of the English language sufficient to communicate with customers, co-workers, and supervisors.
- Must possess strong interpersonal skills with customers and employees.
- Must be able to stand for long periods of time, stoop, squat, bend and twist; lift up to 50 pounds in a safe manner by obtaining a safe method of doing so.
- Must have a desire to work with rehabilitation consumers, employees, and the public.
- Must be reliable and dependable.
- Must be able to pass alcohol/drug screening.

**Job Location**

Assigned store; some travel to other stores/main building may be necessary.

**Equipment**

Computer, Cash register, adding machine, supplies, pallet jack, and forklift (when licensed by Agency).

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

The signature above verifies that the employee has read and understood the job description.