



MARION GOODWILL INDUSTRIES, INC. Job Description

Job Title: Assistant Manager
Classification: Staff
Reports To: Store Manager
FLSA Status: Non-Exempt
Supervises: Assigned Store Employees
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

This position is responsible for assisting the Store Manager in the successful operation of the Goodwill Store. S/he will do and assist in: develop the entire store team; integrate rehabilitation services; offer quality retail merchandise; and maintain financial viability. Assists in the supervision of store personnel in department assigned; 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.
- Assist in developing and maintaining store appearance, ensuring a clean, attractive, contemporary look.
- Responsible for maintaining open communication between store personnel and management.
- Maintain confidentiality; ensures correct information goes only to the appropriate person(s).
- Assist in developing promotions and special events with store management.
- Present a positive public image for the betterment of the organization.
- Communicate with Store Manager and Management team before, during and at the end of shift.
- Ensure all employee and customer concerns are resolved in a timely manor.

Hiring and Team development:

- Understands and follows Retail Associate, Department Head, and Shift Supervisor Job Descriptions.
- Assists with recruiting and selecting future employees for Marion Goodwill.
- Receive and review hiring applications and verify minimum qualifications are met.
- Develop and coach employees to maximize their individual potential.
- Responsible for evaluating employee's performance on a daily, weekly, monthly and yearly basis.
- Lead and offer job duty guidance to personnel assigned.
- Ensure the training of new employees is complete and accurate.
- Ensure Retail Associates, Department Heads and Shift Supervisors assigned are busy with job responsibilities and/or locating a manager to update the daily task list.

Profitability:

- Assist Store Manager with operating a profitable retail store.
- Effectively manages collection of donations and booth areas to ensure overall image and to maximize donor and landlord satisfaction where applicable.
- Responsible for operating effective sorting and pricing strategies, using procedural guidelines.
- Ensure that the store meets or exceeds daily production goals in both wares and textiles.
- Responsible for ensuring corporate audit standards are met.

Scheduling and Administration:

- Attend meetings/training as scheduled and integrates information from training into store operations where applicable.
- May be responsible for scheduling with the guidance of the Store Manager.
- Perform administrative tasks, including: accurate daily/weekly/monthly reporting; check-in and close-out procedures, including cash management.
- Assure record keeping is accurate, complete and forwarded to the proper location in a timely manner as required.
- Is aware of and follows all company policies and procedures as outlined in the Employee Handbook, Policies & Procedures, and ongoing training.
- Ensure that all assigned employees are in compliance with company policies and procedures.
- Attend meetings/training as scheduled and integrates information from training into store operations where applicable
- Receive and review all employee attendance with Store Manager. (Tardiness, absence, left early or arrived early.)
- Review department checklists with Department Heads and Shift Supervisors to ensure completion and follow up as needed.
- Ensure Store supply requisition and new goods ordering and/or inventory are completed.
- May be required to temporarily assist in other locations.
- Make sure breaks and lunches are scheduled with Department Head and/or Shift Supervisor and are being taken on time.
- Ensure shift and department team cleans, restocks supplies and maintains overall organization of department.
- Works as scheduled, being flexible when needed.

Safety and Loss prevention:

- Ensure compliance with safety practices and regulations
- Assess emergency situations and takes action as the need indicates reporting any such situation in writing and forwarding to the Safety Coordinator at the Corporate Office within 24 hours.
- Notify V.P. of Retail Operations or Retail Director of any property or physical injury by phone immediately.
- Provide constant surveillance of the sales floor and backroom for safety and loss prevention measures.
- Count and balance the register cash drawers and safe daily. Prepare daily bank deposits.
- Responsible for proper use of all monitoring/security systems (cameras and alarms) and communicating any questionable behavior to direct supervisor or other appropriate person.
- Ensure monthly safety inspections are completed and submitted on time.

Performs other related duties as assigned.

Critical Skills:

- Must be able to work independently in a store team environment.
- Academic preparation preferably at high school level or GED.
- One year of retail experience preferred.
- One year supervisory experience required.
- Must be 18 years of age or older, have command of the English language sufficient to communicate with customers, co-workers, and supervisors.
- Must possess leadership abilities (good communication skills; organization; accuracy; consistency; idea promotion).
- Must possess problem solving skills.
- Must possess strong interpersonal skills with customers and employees.

- Must have a desire to work with rehabilitation consumers.
- Must be able to physically sort/hang/display retail items.
- Must be able to stand for long periods of time, stoop, squat, bend and twist; lift up to 50 pounds in a safe manner or obtain a safe method of doing so.
- Must be reliable and dependable.
- Must be able to pass alcohol/drug screening.
- Criminal background check required.
- Must maintain a valid driver's license, adequate personal liability insurance, and a driving record acceptable to Goodwill's insurance provider.

Job Location

Assigned store. May travel to other stores and throughout the organization; some travel required for meetings and conferences.

Equipment

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

Employee Signature _____ Date _____

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