



MARION GOODWILL INDUSTRIES, INC. Job Description

Job Title: Store Manager
Classification: Staff
Reports To: Retail Director/V.P. of Retail Operations
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 the successful operation of the Goodwill Store. S/he will: 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.
- Develop and maintaining store appearance, ensuring a clean, attractive, contemporary look.
- Responsible for maintaining open communication between store personnel and management.
- Communicate with Management team before, during and at the end of shift.
- Maintain confidentiality; ensures correct information goes only to the appropriate person(s).
- Present a positive public image for the betterment of the organization.
- Develop and promotes special events/sales with the direction of the Retail Director/V.P. of Retail Operations.
- Ensure all employee and customer concerns are resolved in a timely manor.

Hiring and Team development:

- Understands and follows Retail Associate, Department Head, Shift Supervisor and Assistant Manager Job Descriptions.
- Responsible for 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 all training of new employees is complete and accurate.
- Terminates employees with permission of direct supervisor and President/CEO.

Profitability:

- Responsible for 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:

- Schedule personnel to meet store requirements. Recommends additional staffing as justified by demand.
- 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 Retail Director/V.P. of Retail Operations. (Tardiness, absence, left early or arrived early.)
- Review department checklists with Assistant Manager 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.
- 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.
- High school graduate with further preparation preferred.
- Three years of retail experience preferred.
- Two to three years 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 strong interpersonal skills with customers and employees.
- Must possess problem solving skills.
- Must have a desire to work with rehabilitation consumers, employees, and the public.
- 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 team oriented.
- 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.