
GOODWILL INDUSTRIES OF NORTHERN MICHIGAN, INC.

JOB DESCRIPTION

JOB TITLE: Retail Sales Associate		2009
DEPARTMENT: Retail	FLSA STATUS: Non-Exempt	
SUPERVISED BY: Store Management	SUPERVISES: None	

PRIMARY RESPONSIBILITIES:

1. Responsible for providing a high standard of customer service, from acceptance of raw donations through the sale of retail merchandise.
2. Responsible for maintaining a pleasant, friendly shopping atmosphere with high quality merchandise within a clean, organized store.

EDUCATION:

High School diploma or equivalent

REQUIRED TRAININGS/CERTIFICATIONS	LICENSES/CREDENTIALS
1. Bloodborne Pathogens & Infectious Diseases	
2. Fire Suppression	

AVAILABILITY:

Must be available hours of store operations, including weekends and holidays

ESSENTIAL FUNCTIONS:

Cashier functions:

1. Provide high standard of customer service
2. Responsible for efficiently running cash register, and cash.
3. Responsible for ensuring balancing of register.
4. Maintain clean counter area, organized necessities and hangers.
5. Maintain proper documentation as needed.
6. Ensure proper store procedures are maintained.

Sales Floor Functions

1. Provide high standard of customer service.
2. Maintain clean, organized fully stocked sales floor.
3. Ensure proper stocking and rotation of stock.
4. Maintain high standard of merchandise
5. Maintain security and safety measures at all times

Processing Functions:

1. Responsible for efficiently handling incoming donations.
2. Maintain quality control through selective grading
3. Categorize and clearly mark all outgoing merchandise
4. Clearly sort and mark all in store products
5. Make proper use of available space and materials.
6. Maintain a neat and safe workplace
7. Maintain communication with transportation and processing department to effectively move merchandise.

General Functions:

1. Maintain security and safety measures at all times.
2. Attend required meetings
3. Maintain and adhere to all agency policies and procedures.

PHYSICAL REQUIREMENTS:

1. Standing, lifting, carrying, pushing, pulling, bending, kneeling, reaching, walking, hearing, seeing, twisting, turning and repetitive movement
2. Ability to do Medium lifting, 20 - 30 pounds, occasional heavy lifting
3. Ability to exert 150 - 300 pounds of force
4. Work environment sometimes steady with occasional high stress and occasional short deadlines, requiring possible overtime.

SKILLS NEEDED/EXPERIENCE:

1. Ability to follow directions
2. Must have ability to maintain store standards for quality merchandise
3. Ability to stock, straighten, and assist with stocking and pull of the stores shelves and racks
4. Responsible for maintaining a pleasant shopping atmosphere
5. Basic quality discrimination skills
6. Ability to understand and accept people with barriers to employment and every day living

This job description is intended to indicate the kinds of tasks and levels of work that will be required of this position. These duties shall not be held to exclude other duties not mentioned that are of a similar level of difficulty. Your supervisor may assign, direct and modify duties as needed. I understand that Goodwill Industries of Northern Michigan, Inc. is an “**At Will Employer**” and that this job description does not constitute a contract of employment.

EMPLOYEES SIGNATURE

DATE

SUPERVISORS SIGNATURE

DATE

