



GOODWILL INDUSTRIES OF THE REDWOOD EMPIRE

POSITION DESCRIPTION

POSITION TITLE: Retail – Assistant Manager

STATUS: Non-exempt

DEPARTMENT: Retail

1. CHARACTERISTICS OF THE JOB:

Under the general direction of the Retail Manager, the Retail Assistant Manager will perform their responsibilities in order to maximize sales, and training opportunities in the most cost effective manner.

2. PROVIDES SUPERVISION TO:

In the absence of the Retail Manager, the Retail Assistant Manager will give direction to all Employees, Consumers, and Volunteers assigned to the Retail Store.

3. RESPONSIBILITIES - ESSENTIAL FUNCTIONS:

- Work with the Retail Store Manager to assure smooth operations in the Production Department.
- Assist with all Inventory Management Functions including Intake and Processing of Donations, Stock Delivery, and Merchandise Pricing and Rotation in order to achieve, or exceed the Daily Production Goals.
- Maintain Inventory Quality Standards.
- Maintain adequate stock of supplies while working within the Expense Budget.
- Assist the Retail Manager with the employment process by performing interviews and evaluations, and by taking corrective action with the Retail Manager if necessary. In the absence of the Retail Manager, this will be accomplished under the guidance of the Director of Stores, or the Human Resources Department.
- Assist the Retail Manager with training the employees and consumers in proper Work Habits, Policies, Procedures, and Job Responsibilities.
- Provide professional customer service. Attend to customer inquiries and complaints.
- Assist the Retail Manager with merchandising the store.
- Perform cash handling responsibilities with accuracy and timeliness, including operation of the cash register, preparing bank deposits, and completing the Daily Store Report.
- Maintain the facility and grounds in neat and clean condition at all times.
- Promptly report any needed repairs and/or replacements to the Retail Manager, and take action as directed.

- Follow and enforce Loss Prevention and Safety Procedures at all times.
- Provide a safe work environment.
- Accurately complete and submit Employee and Consumer Payroll Records.
- Contribute to a positive work environment.

ANCILLARY FUNCTIONS:

- Respond to on-call emergencies such as break-ins, fires, earthquakes, floods, etc.
- Provide temporary management coverage in the store as needed.
- Attend meetings and seminars as requested.
- Perform other duties as assigned by the Retail Manager.

4. QUALIFICATIONS:

- Minimum of one-year experience as a Key Holder, Lead Cashier, or have the equivalent experience.
- Previous supervisory experience is preferred.
- High School Diploma is required, or the equivalent.
- Basic familiarity with computers.
- Able to organize and work independently.
- Good communication skills, both written and verbal.
- Ability to lift up to and including 50 pounds.
- Must have access to a vehicle.
- Must have a valid California Drivers License, a clean DMV Report, and California Auto Insurance.
- Must be flexible to accept Temporary or Permanent assignments in other GIRE locations.
- Must be easily accessible by phone.

5. WORK ENVIRONMENT:

You will experience a clean retail and production setting, with cement floors, overhead lighting, and a temperate climate.

6. PHYSICAL REQUIREMENTS:

You will have continuous mobility within the Store, with occasional lifting, stretching, bending, repetitive finger movements during occasional computer use, and manual to gross manual dexterity. Vehicle travel is required.

7. IMMEDIATE SUPERVISOR:

Retail Store Manager.

8. **APPROVAL:**

Vice President of Retail & Operations

Date

9. **ACKNOWLEDGMENT:**

I have read and received a copy of this position description.

Employee Signature

Date

Print Name