

GOODWILL INDUSTRIES OF THE REDWOOD EMPIRE

POSITION DESCRIPTION

POSITION TITLE: Key Holder
STATUS: Support / Non-Exempt
DEPARTMENT: Retail
SALARY GRADE: 2

1. CHARACTERISTICS OF THE JOB:

Under the general direction of Store Manager performs responsibilities to maximize sales and training opportunities in the most cost effective manner. Enhances a positive image of Goodwill in the community. Serves as a training position for employees who are interested in advancement opportunities.

2. PROVIDES SUPERVISION TO:

None

3. RESPONSIBILITIES - ESSENTIAL FUNCTIONS:

- Set example in providing professional customer service.
- Maintain inventory quality standards. May assist in production area: receive, inspect, grade, sort, tag, and price donations. Maintain adequate stock of supplies and new goods, as directed by store manager.
- Operate cash register according to cash handling procedures including proper handling of voids, refunds, gift certificates and vouchers.
- Maintain merchandise displays. Utilize all marketing tools per established procedures.
- Maintain facility and grounds in neat and clean condition at all times, and according to safety standards. Promptly report needed repairs/replacements to store manager and take action as directed.
- Be alert to and follow loss prevention and security procedures at all times. Report current or potential problems to store manager.
- Holds a key to store and registers and performs opening, closing, procedures as directed by store manager.
- Assist with training employees, consumers and volunteers in proper work habits, job responsibilities, and policies/procedures as assigned by store manager.

ANCILLARY FUNCTIONS:

- Provide temporary management coverage in store as needed.
- Perform other duties as assigned.

4. QUALIFICATIONS:

- Prior cashier experience.
- Able to learn opening and closing procedures; voids, X and/or Z procedures.
- Able to organize and work independently.
- Good written and oral communication skills.
- Able to respond positively to the public and represent Goodwill in a professional manner at all times.
- Able to positively influence and motivate store staff
- Willingness to learn and execute good merchandising techniques.
- Some assignments may require access to a vehicle and acceptable DMV report for insurance purposes.
- Must have access to a phone to receive emergency and coverage calls.

5. WORK ENVIRONMENT:

A clean retail sales environment. Exposure to low level noise and dust. Interactions with the general public. Temperate climate. Cement floors. Overhead lighting.

6. PHYSICAL REQUIREMENTS:

Continuous bending, stooping, stretching, walking. Continuous simple grasping. Continuous speech and visual skills required. Vehicle travel.

7. IMMEDIATE SUPERVISOR:

Store Manager

8. APPROVAL:

Vice President of Retail and Operations

DATE

9. ACKNOWLEDGEMENT

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

EMPLOYEE SIGNATURE

DATE

PRINT NAME