

**SOUTHERN OREGON GOODWILL  
JOB SUMMARY**

**Retail Store Assistant Manager**

**POSITION SUMMARY:**

**Under direction of store manager, ensures production, retail and services objectives are achieved with harmonious leadership practices, consistent quality-control standards and at the lowest cost.**

**Standards of Performance and Conduct (each is an essential function):**

- Consistently demonstrates sound leadership practices.
- Consistently demonstrates and incorporates principals of safety, loss prevention and risk management for self and others into daily activities and ensures participation in Goodwill safety programs. Attends required safety training and participates in safety drills and exercises. Ensures tools and equipment are in good working order at all times and uses equipment safely.
- Consistently maintains acceptable level of productivity.
- Requires punctual and regular attendance. Time away from work is approved and taken in accordance with established policies.
- Performs job duties in a prompt, thorough and acceptable manner. Performs duties in a manner that promotes team concept and reflects Goodwill's mission and ethics, in accordance with Goodwill policies, procedures, CARF standards and generally accepted business practices.
- Works cooperatively with all organization employees, participants, customers and other persons contacted during the course of performing duties. Shows respect and sensitivity for those with barriers to employment.
- Safeguards company property, including donated goods. Reports any incident of theft, fraud, waste or unauthorized possession of company property.
- By signing this document, I agree to maintain strict confidentiality in all aspects of my work; comply with privacy policies, including HIPAA Privacy Rule; attend privacy and security training as it relates to this position.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned. Under direction of store manager:

- Ensures employee training, high-quality customer service, production, retail and services operational goals are met or exceeded, based on organizational standards, core values and requirements.
- Performs type of work supervised and works a variety of shifts, including weekends and evenings. Fills in for manager when absent.
- Plan and assign daily goals, tasks and assignments.
- Schedules store personnel to maximize operational efficiency.
- Opens and closes facility.
- Schedules, completes all paperwork and reports in timely manner. Orders, purchases and receives supplies for the store in cost efficient manner.
- Provides input for performance reviews.
- Represents Goodwill's interests as they relate to leadership, customer service, store security, public relations; includes after hours contacts.
- Travels to a variety of work locations as needed to complete assignments and fill in for other staff.
- In absence of services staff, ensures participant training activities are effectively coordinated.

**Other Duties and Responsibilities**

Performs other duties as assigned that would lead to successful operation of department, team and/or mission.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. In addition, the requirements listed below are representative of the essential knowledge, skill and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:** High school diploma or equivalent. Two years recent retail supervisory or management experience.

**Knowledge, Skills and Abilities:**

- Effectively present information and respond to questions from employees, participants, customers, and the general public using tact, courtesy and cooperativeness.
- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret an extensive variety of instructions and deal with several abstract and concrete variables.
- Exercise judgment, resourcefulness, ingenuity and initiative.
- Ability to perform instructing, checking and verifying of the work of others.
- Ability to operate office equipment, including computer, telephone, fax and copy machine.
- Ability to operate machinery typically found in a retail and back-room environment, and be able to train others to use that equipment.
- Ability to freely access all areas of the store including selling floor, production areas and register areas.
- Ability climb ladders; move or handle merchandise throughout the facility; ability to operate and use all equipment necessary to run the operation; ability to push racks and heavy wheeled carts.
- Ability to travel to a variety of local and regional locations.

**Physical Requirements and Work Environment:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Medium physical demand level. Throughout the course of the workday handles and moves a large amount of materials around the worksite. Ability to push/pull and carry up to 20 pounds frequently and up to 50 pounds occasionally. Pushes heavy wheeled carts, pallet jacks, hand trucks and other material handling equipment with loads weighing up to 250 pounds occasionally. Ability to stand and walk on hard surface floor for extended period of up to 8 hours. Ability to perform repetitive tasks for up to 8 hours. Must be able to work with others in congested areas. Ability to visually inspect merchandise to ensure that quality and product safety guidelines are being met. Ability to observe merchandise presentation, floor layout, safety and security concerns. Reaching (frequently above shoulder level), handling, fingering, feeling, talking, hearing and seeing is a significant part of the job. Kneels, stoops and bends when retrieving or placing items. Capable of hearing and responding to warning devices on equipment, forklifts and trucks. Ability to occasionally climb ladders. Ability to operate and use all equipment necessary to run the operation. Work is performed indoors in a heated space. Occasionally perform work in outside weather conditions.

Task:	YES	NO	Task:	YES	NO
Lift and/or move (20-250lbs)	X		Grasping	X	
Carrying (20-50 lbs)	X		Bending, Reaching, Stooping, Kneeling	X	
Walking	X		Visual Skills	X	
Standing	X		Outdoor Weather Conditions	X	
Sitting	X		Wet, Humid (mechanical)		X
Speaking	X		Work Near Mechanical Parts		X
Hearing	X		Fumes, Dust some dust present	X	
Fine finger movement	X		Toxic or Caustic Chemicals		X
Repetitive hand motions	X		Driving		X
Computer Use – computerized time clock system, email, inventories.	X		Other (specify) Above environments may be present depending on job assignment.		
Noise: x Low		Medium			High

**Other:** The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Management may add to or change the duties of this position at any time.