

GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

Job Description

TITLE: Store Donation Attendant

EEO#: 8

IMMEDIATE SUPERVISOR: Store Supervisory Staff

DEPARTMENT: Operations - Retail

DIVISION: All

GENERAL SUMMARY: Greets donors, receives donations, and offers receipt for donated goods. Ensures that donations are sorted and secure in accordance with Goodwill Industries of the Columbia Willamette (GICW) requirements. Provides assistance in other areas of the store, as assigned. Maintains work area in a neat and orderly manner.

PRINCIPLE DUTIES/RESPONSIBILITIES:

Essential Functions:

- Greet donors at their vehicle.
- Assist in unloading acceptable donations in a timely and courteous manner.
- Assist in loading large purchases as per GICW policy.
- Thank donor for donations and ensure that receipt is offered to each donor, regardless of size of donation.
- Maintain well-groomed appearance and acceptable dress in compliance with GICW dress guidelines.
- Demonstrate effective communication skills with supervisory staff and co-workers.
- Support production, retail area and perform janitorial duties, as assigned.
- Sort donations in a timely and efficient manner according to current GICW requirements.
- Keep donation area neat, clean and orderly.
- Ensure security of donations and that GICW sort is performed indoors.
- Monitor flow of raw goods from donations to AS IS and production stations.
- Accurately track all donations.
- Prepare records and reports, as requested.
- Keep supervisor informed of problems and suggestions related to the job.
- Load and unload trucks of donated goods and equipment.
- Must demonstrate willingness and ability to adhere to all GICW's policies and procedures, CARF standards, Kaizen guidelines, safety and security regulations.
- Foster and demonstrate a positive team environment.
- Provide excellent customer service by acknowledging, assisting and thanking customers.
- Perform miscellaneous duties, as assigned.

QUALIFICATIONS:

Specific:

- Must be 18 years of age or older.
- Must be able to work store operating hours.
- Must be able to read and write.
- Must be able to function independently in a work setting.
- Able to stand, walk, climb, stoop, bend, and lift a minimum of 50 lbs occasionally.

General:

- Must maintain consistent, predictable and satisfactory attendance and punctuality as scheduled.
- Must be able to demonstrate upon request functional literacy and numeric proficiency.
- Must have command of the English language sufficient to verbally communicate with the general public.
- Must not present a significant current risk of substantial harm to self or others in the performance of the essential duties of the job that cannot be eliminated or reduced by reasonable accommodation.
- No record or disclosure of criminal conviction that indicates a tendency toward theft, violence, dishonesty, deceit, drug manufacture or sale, moral turpitude, or predatory behavior or is otherwise in conflict with the functions listed on this job description. This may include passing a state-mandated, federally-conducted criminal background check.
- Must provide proof of identification and eligibility to work in the United States of America.
- Must pass a drug screening test and background check.
- Must be able to perform the essential functions of the job with or without reasonable accommodation.
- Must meet GICW quantitative and qualitative performance standards.

POSITIONS SUPERVISED: None

WORKING CONDITIONS/HAZARDS:

- Work is performed indoors and outdoors with exposure to all weather conditions. May be exposed to dust.
- Moderate adaptability required: Work environment occasionally hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification – Heavy.

Employee: _____

Date: _____