

# GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

## Job Description

**TITLE:** Outlet - Assistant Manager

**EEO#:** 1.2

**IMMEDIATE SUPERVISOR:** Outlet Manager

**DEPARTMENT:** Operations - Outlet

**DIVISION:** All

**GENERAL SUMMARY:** Works in all areas of the facility under the supervision of the Outlet Manager and District Manager. Responsible for overall facility operations in the absence of the Outlet Manager including but not limited to: collections, production, sales, salvage operations, and customer service.

Outlet Assistant Managers are vested with the trust of the organization to represent the highest standards of behavior and job performance. As such, Outlet Assistant Managers are expected to conduct themselves with honesty and integrity, ensuring that all business activities are transparent and ethical.

## **PRINCIPAL DUTIES/RESPONSIBILITIES:**

### **Essential Functions:**

#### **Leadership**

- 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 to all internal and external customers.
- Direct the activities of outlet personnel, ensuring that all sales transactions are rung up and reported accurately and ensure that donated goods are processed in accordance with established standards.
- Resolve customer issues in accordance with GICW policies and standards in a timely and appropriate manner.
- Support open door policy in accordance with GICW policy.
- Maintain positive and professional relationship with all employees.
- Maintain rapport with other departments, vendors, and supported stores to ensure quality of service and support.
- Maintain constant, effective communication with dispatch to determine priority of tasks to ensure that transportation equipment needs are met.
- Act as liaison for the department when working with outside agencies.
- Attend all mandatory classes in Store Manager Development and Training (SMDT) program and ongoing training classes as offered.
- Identify, train, and develop personnel to ensure proper succession planning for facility operations.
- Effectively manage to ensure proper adherence to policies and procedures by all facility personnel.

#### **Operations**

- Assist in management of proper processing and separation of incoming donations, outlet merchandise, salvage goods, and waste recycle.
- Maintain all controllable expenses at or below budgeted levels.
- Maintain all facility records including but not limited to production, financials, and human resources in a timely and accurate manner.
- Ensure the assigned facility maximizes used goods processing through the proper application of GICW production standards: sorting, salvaging, preparing, and pricing items for sale.
- Ensure maximum sales performance through proper stock rotation, merchandising, signage, proper identification of E-Commerce merchandise, and inventory levels of new and used goods.
- Ensure that facility is presenting quality customer service in a timely and courteous manner to all shoppers, donors, and employees.

- Communicates and assists in orchestrating activities between warehouse, store, and transportation department in order to safely and efficiently meet the needs of (GICW) stores and other departments.
- Effectively manage personnel, fiscal, and logistical resources based on mission requirements.
- Responsible for operation and maintenance of all equipment in a timely manner, coordinating with the Equipment Maintenance Manager for replacement or repairs and reviewing the quality of vendor work upon completion.
- Manage shipping, receiving, and storage of goods gathered during the normal conduct of missions.
- Ensure proper maintenance and appearance of the entire facility, both interior and exterior, including but not limited to production, sales floor, warehouse, and restrooms.
- Meet waste diversion goals by ensuring accurate and thorough salvage, recycling, and waste sorts.

### **Human Resources**

- Assist the Outlet Manager in recruiting, hiring, training, evaluating, and managing outlet & warehouse personnel so as to provide an efficient and effective work force.
- Responsible for timely intervention, discipline, and appropriate documentation for all employees.
- Develop and implement work plan and schedules.
- Assist the Outlet Manager to ensure all performance evaluations are conducted accurately and administered on time.
- Direct, coach, counsel and evaluate job performance of employees.
- Comply with GICW employment practices and EEO guidelines and policies.

### **Loss Prevention**

- Keep premises clean and free of safety hazards.
- Ensure that safety procedures are understood and followed by all store and warehouse personnel.
- Ensure all loss prevention matters are addressed and reported, in a timely manner.
- Ensure proper operation of facility security including, but not limited to: new and used goods, door locks, alarms, office door, bank deposits, refunds, safe, and incident reports.
- Ensure proper cash handling, enforcement of cash register procedures, and submission of required reports.
- Follows proper new goods procedure by correctly processing, securing, and conducting inventory to ensure facility shrink is at or below company average.

### **Incidental Functions:**

- Conduct forklift training for warehouse workers according to GICW requirements.
- Perform miscellaneous duties, as assigned.

### **QUALIFICATIONS:**

Specific:

- Must be 18 years of age or older.
- High School graduate or GED.
- Minimum five years' experience in retail field, and three years in a supervisory capacity or BA/BS degree.
- Sufficient knowledge of bookkeeping and accounting to maintain facility records.
- Prior profit and loss, sales, or cost management accountability.
- Must possess strong interpersonal and writing skills.
- Must exhibit a high level of integrity and business ethics.
- Must successfully complete GICW's Cashier Certification class.
- Must provide own transportation as required.

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:** Supervisors, Leads, Production Associates, Cashiers, Store Donation Attendants, Hazmat Specialists, and Warehouse Workers.

**WORK CONDITIONS/HAZARDS:**

- Work is primarily performed in a warehouse, retail, and production setting.
- May be exposed to dust.
- Must wear gloves, leather work shoes and other personal protective equipment as required.
- Long periods of mobility and moving of merchandise.
- Exposed to all weather conditions, moving trucks and forklifts, and moderate noise levels.
- Outlet Assistant Managers are subject to transfer to other locations within the GICW system.
- High adaptability required: Work environment usually hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification - Medium.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Director Approved: 06/17