

GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

Job Description

TITLE: Outlet Supervisor

EEO#: 4

IMMEDIATE SUPERVISOR: Outlet Assistant & Outlet Manager

DEPARTMENT: Operations - Outlet

DIVISION: All

GENERAL SUMMARY: Supports the Outlet Manager in the operation of a Goodwill Outlet facility. Follows specific guidelines and operates with minimal supervision. Acts as Manager in the absence of Assistant Manager and/or Manager.

Responsible for the supervision of workers in retail and the warehouse in the movement of donated goods, corporate purchases, and other materials by loading and unloading of trucks and trailers into and from warehouse areas in a safe and expeditious manner. Additionally supervises table rotations, sales, and customer service in the retail sales floor in order to reduce disposal costs and maximize revenues.

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.
- Provides 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 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.
- Attend all mandatory classes in Store Manager Development and Training program and ongoing training classes as offered.

Operations

- Supervise the loading and unloading of trucks and trailers utilizing hand trucks, pallet jacks and other material handling equipment.
- Sort materials into salvage and reusable categories.
- Assist truck drivers with loading, unloading, site clean-up, and safe vehicle backing.
- Load trash compactor with unsalvageable materials, compact and discard.
- Movement of materials to and from the Outlet.
- Maintain inventory controls as determined by immediate supervisor.
- Operate forklift to assist with loading or unloading when necessary.
- Perform duties of Warehouse Worker when volume and/or absenteeism requires.
- Responsible for orienting, training, and coaching assigned personnel.
- Schedule store support, and dock work based on management guidance and operational/seasonal trends in the most efficient manner possible.
- Maintain rapport with site hosts, vendors, and supported stores to ensure quality service and support.
- Prepare and maintain all necessary reports and records in conjunction with daily operations.
- Direct the safety and security efforts for personnel and facilities under your control, including key and lock control.
- Maintain production reports on a daily, weekly, and monthly basis as required.

- Coordinate with stores, vendors, and ADC personnel to plan resource moves.
- Responsible for management of donated goods under your control.
- Comply with cash handling and POS procedures.

Human Resources

- Participates in hiring, training, and evaluating employees in a thorough, organized, and timely manner.
- Responsible for timely intervention, discipline, and appropriate documentation for all 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 inventorying as directed.

Incidental Functions:

- Provide training for forklift, tippers, and warehouse baler operations as needed.
- Occasionally work with public when retrieving donations from sites.
- Perform miscellaneous duties, as assigned

QUALIFICATIONS:

Specific:

- Must be 18 years of age or older.
- High School graduate or GED.
- Must have two years supervisory experience or one-year GICW on-the-job experience.
- Must be able to do heavy lifting, stand, walk, carry, push, pull, reach, stoop, bend, twist, crouch, grasp, kneel and climb.
- Must be able to follow verbal and written instructions.
- Must be able to function independently in a work setting.
- Must successfully complete GICW's Cashier Certification class.
- Must be certified to operate a forklift according to GICW requirements.

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: Lead Warehouse Worker, Outlet Lead Cashier, Warehouse Worker, Outlet Cashier, HAZMAT Specialist, Outlet Production Associate I, Cleaner.

WORKING CONDITIONS/HAZARDS:

- Work is primarily performed in a warehouse environment on an open dock. May perform work at a donation site or a trailer/truck unloading site.
- Warehouse Supervisors are subject to transfer to other locations within the GICW system.
- Exposed to all weather conditions, moving trucks and forklifts, and moderate noise levels.
- Driving hazards as a passenger in vehicles.
- Long periods of standing or walking.
- Hygiene is per GICW standard.
- Must wear gloves, leather work shoes and other personal protective equipment as required.
- 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 – Medium.

Employee: _____

Date: _____

Director Approval: 12/21