

GOODWILL INDUSTRIES OF GREATER CLEVELAND &  
EAST CENTRAL OHIO, INC.  
408 Ninth Street, SW, Canton, Ohio 44707-4799

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Approved by HR: 11/16/15

JOB DESCRIPTION:

TITLE: STORE TEAM LEADER

STATUS: Hourly

LOCATION: Donated Goods

REPORTS TO: Store Manager

PURPOSE:

Assist the store manager and assistant manager in the day-to-day operations of the store according to established policies, procedures and practices.

ESSENTIAL FUNCTIONS:

1. Responsible for proper daily operations of store, supervise collections, processing, and pricing of donated goods. Maintain an attractive sales floor by effective merchandising of product.
2. Itemize purchases on point-of-sale system; occasional price adjustment based on perceived value of goods; handles cash and make change; clears register and complete cash count and daily balance sheet.
3. Utilizes personal computer software to input starting and ending cash amounts and maintain accurate customer records.
4. Handles customer disputes, makes exchanges/refunds according to policy and assists customers in a friendly and helpful manner.
5. Oversee quality control and inventory. Transfers store shipments to appropriate departments; assists in stock rotation.
6. Assists in supervision and the training of new personnel. Set up or close out day's store operations in the absence of the supervisor, maintaining a secure facility.
7. Assists in maintaining a clean store; such as: cleaning shelves, dusting, vacuuming floors and cleaning windows and mirrors.
8. Receives and processes quality donations quickly which include sorting, tagging, testing, cleaning and prepares all materials for sale in the stores in accordance with agency standards. As directed, may be responsible for stocking of "new goods".

9. Ensure safe working conditions and practices. Adhere to procedures and policies.
10. Reports operations, personnel, mission and services and safety statistics accurately and timely.
11. Other duties as assigned.

#### KEY COMPETENCIES:

To treat all people with dignity and respect, practice Beyond Great Customer Service both internally and externally. Integrity, communication, leadership, teamwork, safety, quality, problem solving.

#### SPECIFIC EXPERIENCE/SKILLS/ABILITIES

- Six months or more preferred, experience in retail sales or demonstrated potential for management as evidenced by successful progression through position of increasing responsibility and authority.
- Use personal judgment and information to make business decisions and solve problems.
- Use words to influence the thinking and actions of others.
- Deal with people in a pleasant manner to maintain harmony among staff and customers.
- Give and exchange clear and concise information orally or in records and written reports.
- Excellent organizational and time management skills to perform a wide range of duties.
- Know different shades and tones of color.
- Know merchandise within a variety of categories: name brand, antiques, vintage, collectables, to name a few.
- Experience with operation of personal computers.

#### RELATIONSHIPS:

- |                          |   |
|--------------------------|---|
| A. POSITIONS SUPERVISED: | Processors, Store Clerks, Donation Door Attendants, Non Goodwill Workers.               |
| B. INTERNAL:             | Communicate effectively and develop teamwork within the store and agency.               |
| C. EXTERNAL:             | Represent the agency in a positive way to the community including donors and customers. |

**BASIC REQUIREMENTS:**

- A. **EDUCATION:** High school diploma preferred.
- B. **CERTIFICATION:** Employees who utilize their vehicle for agency purposes must have valid driver's license and automotive insurance. Must regularly provide the agency with proof of valid automotive insurance. Certification in first aid and CPR is required.
- C. **WORK CONDITIONS:** Work nights, weekends and holidays as required. Must be able to perform physical requirements of position including but not limited to: constant standing, constant bilateral reach and handling ability; constant fingering and pinch grip; requires constant ability to lift/carry up to 20 lbs.; may require constant shoulder height reaching with either hand and firm grasp; frequent bending; may squat; requires frequent ability to push/pull less than 20 lbs.
- Required to wear uniform which includes identification tag.
- D. **EQUIPMENT:** General office equipment and phone system, cash register, hand jack, tilter, compactor, floor machine, may operate forklift.

**FINANCIAL IMPACT DIRECT/INDIRECTS:** Meet budget expectations.

**JOB DESCRIPTION REVIEW**

I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without an accommodation. I understand that if I will need an accommodation for this position, I will inform the supervisor or a representative from the Human Resource Department of my accommodation needs.