

Goodwill Industries of Greater Cleveland & East Central Ohio, Inc.
408 Ninth Street S.W.
Canton, Ohio 44707

Prepared: 12/28/20
Revision: _____
Approved by HR: _____ 12/28/20

Job Description

Title: Donor Greeter
Status: Hourly, Non-Exempt
Location: Donated Goods Retail
Reports to: Store Manager

Purpose:

Maintains positive donor relations by greeting people donating merchandise, thanks and gives donor tax receipts, and pre-sorts donated merchandise according to agency policies, procedures and practices. Represents the agency in a positive way to the general public by his/her actions and friendliness.

Essential Functions:

1. Ensures 100% donor and customer delight.
2. Greets donors in a prompt, friendly, and courteous manner; provides assistance unloading donations from vehicles, offer tax receipts, maintain accurate daily counts of donations.
3. Keeps donor door area neat and clean. Adheres to all safety practices, procedures and policies. Reports any malfunctions of equipment or building to store team leadership.
4. Secures donor door at end of each day.
5. Notifies store team leadership of any large items donated that cannot be stored or moved safely.
6. Handles all donations carefully and pre-sorts donated merchandise quickly into categories – textiles, shoes, purses, paper, wares, electrical and mechanical, books, miscellaneous that are in re-saleable condition.
7. Tags totes, bins, duro's and places in assigned areas, assists with material movement labels.
8. Levels off totes to ensure safety and adheres to the two-finger rule when stacking.
9. Other duties as assigned.

Key Competencies:

Integrity, respect for all, customer service, teamwork, communication, quality, safety.

Key Behaviors:

Model our agency values by putting people first, acting with honesty and integrity, embracing diversity, meeting people where they are, and serving as stewards of donations and the environment.

Specific Experience/Skills/Abilities:

- Previous work with the public preferred.
- Use courtesy and tact in dealing with people.

Relationships:

- A. Positions Supervised: None.
- B. Internal: Co-workers, program participants.
- C. External: Donors and customers.

Basic Requirements:

- A. Education: High school diploma preferred or GED.
- 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. 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.
- C. Work Conditions: Required to wear uniform, which includes identification tag. Weekends, evenings and holidays as required. Occasional extra hours as donations and substituting demand. Outdoor work required year-round. Must be able to perform physical requirements of position including but not limited to: frequent standing, walking, stooping/bending/crouching/squatting, bilateral reaching, forward and floor to waist; frequently lift/carry up to 50 lbs.
- D. Equipment: Tilter, computer, compactor, floor machine, hand jack, may operate tow motor.

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.