

GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION

Lead Sales Associate – JOB # NS613

DEPARTMENT: Retail Sales  
EMPLOYMENT STATUS: Full Time/Non-Exempt/Regular  
REGULAR WORK SCHEDULE: Hours vary by location  
May work any schedule or at any location, as needed.

GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION: The purpose of this position is to complete opening and closing duties of the store and to provide support for the other staff members, service workers and program participants in the absence of the manager and/or Assistant Manager.

SUPERVISION RECEIVED: Close: Store Manager/Assistant Manager supervises daily; in absence of Managers, Retail/Production Coordinator or VP of Retail and Production supervises.

SUPERVISION EXERCISED: in the Manager's absence, the Lead Sales Associate assumes responsibility for the overall operation of the store; however is not responsible for completing disciplinary action on another staff member.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Responsible for assisting the managers or in their absence overseeing the operations of assigned retail store and also for working as a committed member of the team in the retail department.

- a) Provide excellent customer service at the register, floor and donation area at all times.
- b) Stock the sales floor continually throughout the day and meet production goals in order to accomplish this.
- c) Maintain a clean and well-organized sales floor.
- d) Ensure all reports and personnel information remain confidential, meet all GWIK standards, and are provided to the appropriate GWIK staff in a timely manner.
- e) Make nightly deposits without exception and ensure that bags and deposit receipts are picked up daily.
- f) Ensure all safety regulations are followed and enforced.
- g) Attend required meetings to review program operations, new policies, procedures, organizational issues, store issues, and other program development issues.
- h) Work with the Store Management to create solutions for identified problems.
- i) Utilize the training opportunities provided to gain skills that could lead to future opportunities as an Assistant Manager or Manager.

**ANNUAL PERFORMANCE STANDARDS:**

POINTS RANGE	STANDARD
0-50	Sales Goal Attainment – Makes or exceeds Monthly Goals for the past 12 months. This is completed through the constant stocking of the sales floor, rotation, pricing policies, customer service to both donors and shoppers, etc.
0-30	Teamwork/Leadership—Supports Store Managers and Goodwill policies through example, timeliness, accuracy of reports, active participation in the management team, etc.
0-20	Housekeeping/Safety--Maintaining a clean and safe environment for employees, customers and Participants, minimizing accidents by ensuring a hazardous-free environment, maintaining incident-free Housekeeping Inspections, maintaining a clean and pleasant shopping environment for customers.

REQUIRED TECHNICAL SKILLS/ABILITIES: REQUIRED TECHNICAL SKILLS/ABILITIES: Must have prior experience working with cash registers, making bank deposits, balancing daily sales with deposit slips, and handling cash. Must have prior experience working on computers with Word, Excel and proficiency with e-mail. Prior experience working with people with disabilities and/or other disadvantages is preferred.

REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS: None required

MINIMUM EXPERIENCE REQUIREMENT: None

MINIMUM EDUCATION REQUIREMENTS: None

ACCESS TO CONFIDENTIAL INFORMATION: Has access to sales figures.

HANDLE ORGANIZATIONAL FUNDS: Handles all cash from daily sales; makes bank deposits.

LANGUAGE SKILLS REQUIRED: Level 3

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and employees.

MATHEMATICAL SKILLS REQUIRED: Level 3

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to compute rate, ratio, and percentages.

**REASONING ABILITY REQUIRED: Level 3**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:** This is a MEDIUM position (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects).

**AMOUNT OF TIME IN JOB**

	None	Occasionally	Frequently	Constantly
Standing	_____	_____	_____	<u>  X  </u>
Walking	_____	_____	_____	<u>  X  </u>
Sitting	_____	<u>  X  </u>	_____	_____
Using hands to feel or handle	_____	_____	_____	<u>  X  </u>
Reaching with hands and arms	_____	_____	_____	<u>  X  </u>
Climbing or balancing	_____	<u>  X  </u>	_____	_____
Stooping, kneeling, crouching, or crawling	_____	_____	_____	<u>  X  </u>
Twisting, bending, and turning	_____	_____	_____	<u>  X  </u>

**VISUAL REQUIREMENTS:** Must have good color vision, peripheral vision and no depth perception problems.

**ENVIRONMENTAL CONDITIONS:** working in wet or humid conditions, around moving mechanical parts, works in high precarious positions, exposure to fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate

**OTHER SPECIAL REQUIREMENTS:** Must have reliable transportation to be used to independently drive to and from the bank for dropping off deposits and picking up bank bags.

**DISCLAIMER:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the staff member but rather to provide a solid foundation for all staff members to become familiar with their assigned position and department. Refusal to perform assigned duties will be considered insubordination and is cause for immediate dismissal.

Reviewed 11/20; Initial 7/2019