

**GOODWILL INDUSTRIES OF WAYNE & HOLMES COUNTIES, INC.**  
**524 Palmer Street**  
**WOOSTER, OH 44691**

**POSITION DESCRIPTION**

**TITLE OF POSITION:** Retail Associate

**IMMEDIATE SUPERVISOR:** Store Manager

**DATE:** 02/24/2023

**STATUS:** Non-Exempt

**FUNCTION:** Responsible for providing excellent customer service as first point of contact to retail customers and donors. Sort, price and display clothing and other donations, maintain the sales floor to ensure an enjoyable shopping experience, operate cash register, and receive donations.

**ESSENTIAL FUNCTIONS**

1. Provides professional, friendly, and courteous service, including explanation of the mission of Goodwill, to all customers inside the store, at checkout, at the donor door, and on the phone.
2. Greets donors and assists with donation collection utilizing Goodwill's One-Touch model and GRATIS customer service method.
3. Inspects, sorts and prices all incoming clothing, accessories, shoes, housewares, and other donated items and determines if items are suitable for sale in the retail store.
4. Meets production goals and requirements for each job function within the retail store.
5. Accurately handles cash, processes credit card sales, makes change, operates and maintains the cash register, and uses a calculator when necessary.
6. Maintains knowledge of merchandise and answers customer's questions courteously and promptly.
7. Keeps racks and shelves stocked with merchandise, keeps floor merchandise neat and orderly (racks, shelves, carts, and hangers), and arranges merchandise to maximize sales.
8. May act as or assist in material handling duties which may include use of a double stacker, pallet jack, 2-wheel dolly, mobile carts, etc.
9. Assists in maintaining a clean store, such as cleaning restrooms, shelves, dusting, vacuuming and mopping floors, cleaning windows and mirrors, etc.
10. As part of the daily routine:
  - a. Must be able to lift boxes, bags, garments (donations) of up to 30 lbs. from

- floor to chest height
- b. Must be able to stoop, squat, bend, twist and hang merchandise at head height or above
- c. Must be able to stand for 2-3 hours at a time.

11. Performs any other duties as assigned by the Store Manager, Assistant Manager, Shift Supervisor, and Donated Goods Director.

**REGULAR DUTIES**

1. Maintains a good working relationship and provide excellent customer service to all consumers, staff, customers and supervisors
2. Has respect for the feelings of others, is courteous and possesses the ability to build effective internal and external relationships
3. Complies with all established work rules, policies, procedures and safety rules
4. Represents the organization in a professional and courteous manner

**POSITION REQUIREMENTS:**

Positions Supervised: None

Education: High School diploma or GED preferred  
Must be able to read, write, add, subtract, multiply & divide

Experience: Some experience in retail operations preferred

Certifications: None

Other Requirements: Subject to random drug and alcohol testing.  
Availability is expected and may require Nights, Weekends, and Holidays

Required Training:

Customer Service, Harassment, Diversity, Orientation, Drug and Alcohol, Hazardous Material, Loss Prevention, Workplace Violence, Retail

Signed by: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Last: \_\_\_\_\_

Reviewed by: Kim Yost Date: 2/24/2023

Approved by: Jay Talatt Date: 2/24/2023

President