

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

**POSITION DESCRIPTION**

**TITLE OF POSITION:** Retail Shift Supervisor

**IMMEDIATE SUPERVISOR:** Store Manager

**DATE:** 09/16/2022

**STATUS:** Non-Exempt

**FUNCTION:** Assist the Store and Assistant Manager in the day-to-day operations of the store according with the policies and procedures of the agency

**ESSENTIAL FUNCTIONS:**

1. Must be able to learn and retain instructions and follow established general organization policies and procedures.
2. Must be able to work periodically without supervision in a safe and efficient manner.
3. Must be able to carry out opening and closing procedures.
4. Must be able to carry out duties assigned by Store Manager or Assistant Store Manager.
5. Responsible for completing accident/incident forms in a timely manner.
6. Communicates information to a variety of people in the absence of Store Manager or Assistant Store Manager.
7. Must be able to stand for 2-3 hours.
8. As part of the daily routine:
  - a. Must be able to lift boxes, bags, garments (donations) of up to 30 lbs. from
  - b. floor to chest height
  - c. Must be able to stoop, squat, bend, twist and hang merchandise head high
  - d. or above
9. May be responsible for opening and closing the store in absence of Store and Assistant Manager
10. To proficiently perform clerk/processor duties as assigned.
11. To balance cash drawers, assign and close drawers, deposit balancing, and end of day register operations.
12. Assists customer concerns in the absence of Store Manager or Assistant Store Manager.
13. Be aware of problems that might arise through a normal workday and work with management towards viable solution.
14. Assess emergency situations and take action as the need indicates.
15. Assists in maintaining a clean store, such as; cleaning restrooms, shelves, dusting, vacuuming floors, cleaning windows and mirrors, etc.
16. Must attend mandatory training functions and store informational meetings.
17. Must be able to meet production goals
18. Performs any other duties as assigned by the Store Manager, Assistant Store Manager, and Donated Goods and Retail 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
5. Is able to educate stakeholders and community about the entire agency

**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:**

- License Check - valid driver's license and proof of insurability or is able to provide transportation.
- Background Checks - The offer of employment will be based on the outcome of the background check
- Drug and Alcohol Screen - Must pass a drug and alcohol screen prior to employment. Subject to random testing.
- Experience with technology and computer software (Microsoft Products Word and Excel) strongly preferred.
- Availability is expected and may require Nights, Weekends, and Holidays
- Perform Material Handling functions which may include use of double stacker, sprayer, proper use of PPE (Personal Protective Equipment) and any other tool or equipment needed to perform daily tasks.
- Perform production functions with use of pricing gun, barb tagging gun, tape gun, and any other tool or equipment needed to perform daily production tasks.

**Required Training:**

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

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

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

Reviewed by: Kim Yost Date 9/16/22

Approved by: Jay Talcott Date 9/16/22  
President