

GOODWILL INDUSTRIES OF WAYNE & HOLMES COUNTIES, INC.
524 PALMER STREET
WOOSTER, OH 44691

POSITION DESCRIPTION

TITLE OF POSITION: Retail Training Coordinator

IMMEDIATE SUPERVISOR: Donated Goods and Retail Director

DATE: 09/21/2021

STATUS: Non -Exempt

FUNCTION: To develop, conduct and monitor substantive and appropriate retail training programs for employees

ESSENTIAL FUNCTIONS

1. Works directly with Donated Goods and Retail Director to develop and facilitate retail training to advance operational efficiencies and effectiveness.
2. Works with store management to develop and maintain team culture of productivity, exemplary performance, and high achievement.
3. Travels to each location to train and re-train employees and supervisors on core competencies of retail operations, including 1-touch production mentality, and educates team on both expectations and responsibilities of each team member.
4. Throughout training, provides regular performance feedback to employees and Store Manager in a constructive and beneficial manner.
5. Reinforces Microsoft Office and other technology training with store management
6. Mentor's employees to become more successful with competencies and goals.
7. Develops retail training schedules and coordinates with store managers to meet organization training requirements.
8. Attends store team meetings and conducts retail discussion and training as needed.
9. Responsible for tracking/monitoring employee training in the database and ensures that each member completes required retail training in a timely and consistent manner.
10. Issues weekly retail training updates and progress reports to the VP of Donated Goods and Marketing and Donated Goods and Retail Director.
11. Assists Donated Goods and Retail Director with identifying retail training gaps.
12. Designs, develops, and presents retail training materials.
13. Assists employees and management with deployment of price changes, marketing, promotions, and merchandising strategies.
14. Provides store management with coverage as needed
15. Works with Training Department to ensure mandatory Agency trainings have been completed by retail employees.

16. Coordinates and works collaboratively with the Training, Loss Prevention and Safety, and HR Departments in the development and deployment of retail training.
17. Understands HR policy/practice, as well as Safety and Loss Prevention, and partners appropriately with the HR Department to ensure compliance to necessary standards.
18. Other duties as assigned by the Donated Goods and Retail Director and the Vice President of Donated Goods and Marketing.

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

REQUIREMENTS

Positions Supervised: None

Education: HS diploma or equivalent

Experience: 1-3 years training experience in a fast-paced environment preferred
5+ years of retail experience, management experience preferred
Experience in Microsoft Office Applications

Certification: 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.

Must be willing and able to travel to any location upon request

Must exercise considerable independent judgement and discretion

Ability to work flexible, full-time schedule to include days, evenings, weekends, and holidays.

Required Training:

Customer Service, Harassment, Diversity, Orientation, Drug and Alcohol, Hazardous Material, Loss Prevention, Workplace Violence, Performance Measurement and Management

Signed by: _____ Date: _____

First Name: _____ Last Name: _____

Reviewed by: Susan Gorman Date: 9/21/21

Approved by: Jay Talcott Date: 9/21/2021
President