

Position Description

Job Title: Team Leader I
Department: Retail
Prepared By: Human Resources
FSLA Status: Exempt
Reports to: Retail Director
Supervises: Team Leader II and III, Team Member,
 Production, & Volunteers
Remote Access: E-mail available

Approved by:

X

Joanne Pickrel
 CEO

JOB SUMMARY:

Responsibilities include deriving a net profit from the sales of donated inventory. The Team Leader I is responsible for assisting in the operation of a Goodwill retail store in accordance with the policies and procedures as established by Goodwill Industries. Manages sales, customer service and production activities for the organization, personally or through subordinates.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Promote a safe, accident free, and healthy work environment including maintaining safety checklists, drills, and procedures.
2. Creates a positive public image of Goodwill Industries through the medium of a clean store, quality and quantity of merchandise organized for customer ease, and well-trained, friendly staff in uniform.
3. Promotes Goodwill in customer/donor service and customer/donor relations.
4. Participates in hiring store personnel in conjunction with the Human Resource Department and Retail Zone Coordinator. Ensures completion of initial training plan for newly hired personnel.
5. Participates in Performance Evaluations no less than annually for all assigned subordinates.
6. Supervises store maintenance and housekeeping standards.
7. Provides ongoing training, motivates, supervises and monitors performance of Team Leader II and III's, sales associates, pre-sorter, textile/non-textile workers and volunteers.
8. Responsible for labor management; assists Retail Zone Coordinator in preparation and submission scheduling of store personnel within the guideline of yearly budget allowances. Reports schedule deviations, leave request and absentee records to Administrative office.
9. Checks cash, cash register tapes, and change supply; unlocks and locks safe as required.

Initials _____

10. Responsible for ordering inventory of merchandise, weekly rotation of dated inventory, monthly inventories of new goods, and return of damaged goods according to established control procedures.
11. Responsible for implementing store promotions and advertising, and assigned store programs and promotions.
12. Responsible for assigning production tasks for all merchandise categories to meet store production goals.
13. Responsible for maintaining store office area and administrative materials organized such that manager rotation or coverage during manager absence is easily accomplished. Willingness to relocate to different locations as needed.
14. 24-hour on-call or substitute arranged.
15. Willing to complete and maintain First Aid and CPR Training Certification.
16. Performs work of subordinates, as needed.
17. Other duties as assigned.

EDUCATION and/or EXPERIENCE:

High School diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

SKILLS:

1. Ability to read and interpret document such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to speak effectively before groups of customers or employees of the organization.
4. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
5. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
6. Ability to deal with problems involving several concrete variables in standardized situations.
7. Ability to delegate and follow up on delegated duties. Ability to negotiate with personnel to meet the business needs while maintaining employee satisfaction.

CERTIFICATES, LICENSES, AND CONTINUING EDUCATION:

Valid Nebraska driver's license, reliable transportation, proof of insurance and good driving record.

Initials _____

PHYSICAL DEMANDS:

Medium: Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.

WORK ENVIRONMENT:

High: Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

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 have discussed this job description and the position offered to me with a Human Resource Representative. I am able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I should write down suggestions of accommodations on this job description.

Employee Signature

Date

Supervisor or Orientation Leader Signature

Date

cc: Personnel File
Employee