

**GOODWILL INDUSTRIES – KNOXVILLE, INC.  
JOB DESCRIPTION**

**Retail Donation Attendant – JOB # NO523**

**DEPARTMENT:** Dock

**EMPLOYMENT STATUS:** Full Time and Part Time/Non-Exempt/Hourly

**REGULAR WORK SCHEDULE:** Schedule will vary between store hours of operation, currently ranging 8:00 – 7:30 Monday-Saturday and 11:00-7:00 on Sunday or as needed: May work any schedule or location as needed.

**GENERAL OVERALL PURPOSE/OBJECTIVE OF POSITION:** Responsible for inspecting, classifying and routing to proper departments all donations received at the donation door.

**SUPERVISION RECEIVED:** Moderate: works under the direct supervision of the Store Manager and/or Assistant Manager.

**SUPERVISION EXERCISED:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Ensure all donated goods at the retail location are received, classified and routed to proper departments.
2. Assist in maintaining the safety and cleanliness of the facility by keeping the dock area and the exterior of the building clean and free from debris and clutter. Responsible for keeping aisles and fire lanes clear at all times.
3. Responsible for ensuring production workers receive materials quickly and safely.
4. May work in other departments when needed.
5. Responsible for attending all required meetings and in-service trainings.
6. Responsible for working under the direct supervision of the Store Manager/Assistant Manager to accomplish all the departments essential duties and responsibilities, including all other duties as assigned by the Production Supervisor or Store Manager/Assistant Manager.

**ANNUAL PERFORMANCE STANDARDS:**

<b>POINTS RANGE</b>	<b>STANDARD</b>
0-50	Provides Production Dept. with properly inspected and classified goods on a daily basis. Assumes responsibility for own actions, for the department, and for production output and works towards solutions to problems as they arise. Takes initiative to complete tasks without being asked. Always takes steps to improve the organization's reputation. Willingness to work whenever/wherever needed.
0-25	Housekeeping/Safety/Clean Work Area--Maintaining a clean a safe environment for staff and participants Minimizing accidents by ensuring a hazardous-free environment, maintaining a clean, organized and pleasant working environment, for everyone at the facility.
0-25	Communication/Promoting Teamwork--Ensures effective communication occurs between departments and with the Production Supervisor. Fosters goodwill and motivation with all staff and participants Participant. Maintains a positive demeanor at all times. Open to new ideas or changes.

**REQUIRED TECHNICAL SKILLS/ABILITIES:** None

**REQUIRED LICENSES, CERTIFICATES, REGISTRATIONS:** None

**MINIMUM EXPERIENCE REQUIREMENT:** None

**MINIMUM EDUCATION REQUIREMENT:** None

**ACCESS TO CONFIDENTIAL INFORMATION:** None

**HANDLE ORGANIZATIONAL FUNDS:** None

**LANGUAGE SKILLS REQUIRED:** Level 1

Ability to read a limited number of two- and three-syllable words and to recognize similarities and Differences between words and between series of numbers. Ability to print and speak simple sentences.

**MATHEMATICAL SKILLS REQUIRED:** Level 1

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

**REASONING ABILITY REQUIRED:** Level 1

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

**PHYSICAL DEMANDS:** This is a MEDIUM position (exert up to 25 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:**           None

**ENVIRONMENTAL CONDITIONS:** Work around moving mechanical parts, traffic conditions, hot and humid conditions, fumes/airborne particles, toxic/caustic chemicals, outdoor weather conditions, extreme hot/cold, risk of electrical shock, vibration.

**NOISE LEVEL IN WORK ENVIRONMENT:** Moderate to loud.

**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; Reviewed 10/19; Initial 10/18