Goodwill Industries of Northwest Ohio, Inc.

_____**Introductory Job Description** _____**Annual Performance Appraisal**

Name:

JOB TITLE: RETAIL DIVISION OUTLET MATERIAL HANDLER

FLSA STATUS: Non-Exempt

MISSION OF GOODWILL

Goodwill Industries of Northwest Ohio, Inc. is a nonprofit, 501c3 corporation whose mission is to assist individuals with barriers to employment become self-sufficient through employment training and opportunities. Since 1933 we have assisted thousands of individuals throughout Northwest Ohio to become economically independent.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Safely receive, move, stage, rotate and remove donated goods, blue boats, Gaylords, bales and other materials throughout the Outlet operation.
- Prepare blue boats for the sales floor by evenly distributing merchandise and removing trash, hazardous materials, prohibited items and visibly unsafe products.
- Complete sales-floor rotations according to the established schedule and management direction. Follow the standard rotation process of two Gaylords equaling four boats, unless otherwise directed.
- Push boats from the caster-wheel side, maintain control at all times and lock the designated right caster wheel whenever a boat is left on the sales floor.
- Coordinate with coworkers before moving boats. Maintain safe clearance from customers, fixtures, doors and other employees during each rotation.
- Load, unload, weigh, label, stage and move bales, Gaylords, salvage, trash, recycling and other outbound or inbound materials as assigned.
- Operate pallet jacks, hand trucks, carts, compactors, balers and other approved material-handling equipment only after required training and authorization.
- Maintain accurate rotation, weight, bale, production and material-movement records as required by Outlet management.
- Maintain assigned work areas, the sales floor, aisles, docks and backroom in a clean, organized and debris-free condition. Merchandise stashes are expressly prohibited.
- Provide courteous assistance to customers and coworkers while following Outlet shopping, rotation and crowd-control procedures. Report unauthorized shopping, purchasing or stashing immediately to a supervisor.
- Obey all OSHA regulations and Agency safety requirements. Use proper lifting and team-lifting techniques, required personal protective equipment and approved procedures. Immediately report injuries, spills, equipment damage, unsafe conditions and operational concerns to management.

OCCASSIONAL DUTIES OR SPECIAL ASSIGNMENTS:

- Must work flexible hours and weekends. Travel for meetings and training as required. Assist with donation receiving, salvage, housekeeping, customer service and other Outlet or Retail Division assignments as operational needs require.

REGULAR DUTIES:

- Comply with safety standards of assigned area.
- Act as a positive role model.
- Cooperate with other departments/stores.
- Understand and implement Agency mission.

- Comply with Agency policies.
- Comply with safety programs.
- Promote a spirit of teamwork.
- Effectively and productively manage time.
- Maintain an acceptable quantity and quality of work.
- Attend meetings and training programs as directed.
- Perform any and all duties deemed necessary by the Organization.

SPECIFIC EXPERIENCE/SKILLS:

- Good communication, interpersonal and teamwork skills.
- Good organizational skills and the ability to follow rotation schedules, floor plans, labels and verbal instructions.
- Must be able to stand and walk for up to 8 hours and frequently lift, carry, push or pull up to 50 pounds; team lift or use approved equipment for heavier or bulky items.
- Must be able to work safely and efficiently around moving boats, material-handling equipment, customers and coworkers in a fast-paced environment.
- Must be able to distinguish salable merchandise from trash, hazardous materials, prohibited items and non-salable donated goods.
- Must maintain a high degree of efficiency and accuracy in order to meet rotation, production and material-handling objectives.
- High school education or equivalent preferred. Prior warehouse, retail, donation processing or material-handling experience preferred.

TECHNICAL EXPERIENCE/SKILLS: Basic computer skills; ability to safely use approved material-handling equipment after training.

OTHER:
Any combination of training, education and work experience that indicates possession of the skills, knowledge and abilities required to adequately perform the job duties.

IMMEDIATE SUPERVISOR: Outlet Assistant Manager, Outlet Manager, District Manager

EMPLOYEES DIRECTLY SUPERVISED: None

Rate the employee on general measurable listed below by circling the appropriate number using the following rating scale:

5 points Meets Expectations.

4 point Often Meets Expectations.

2 points Rarely Meets Expectations.

0 points Never Meets Expectations.

General Measurables	Rating			
1. Quality- Thoroughness, accuracy and precision of work performed.	0	2	4	5
2. Job Knowledge- The practical/technical skills and information used on the job.	0	2	4	5
3. Reliability- The extent to which an employee can be relied upon regarding task completion, judgment and follow up with little or no supervision.	0	2	4	5
4. Availability- The extent to which an employee is punctual, observes prescribed work breaks, meal periods and overall attendance.	0	2	4	5

5. Initiative- The extent to which an employee seeks out and/or proposes new assignments and expands capabilities.	**0**	**2**	**4**	**5**
6. Adherence to Policy- The extent to which an employee follows safety rules, conducts rules and other regulation, including personal appearance and housekeeping practices.	**0**	**2**	**4**	**5**
7. Behavioral Pattern- The willingness and demonstrated ability to cooperate, work and communicate with coworkers, supervisors and subordinates and/or outside contacts.	**0**	**2**	**4**	**5**
8. Productivity- Acceptability of work performed within a specific period of time.	**0**	**2**	**4**	**5**

Comments:
(Comments must be noted when an employee receives a rating of 0 or 2 on any item)

_____
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_____
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_____

Did employee meet performance goals set for last year? Circle (Yes No)

Employee goals for upcoming year: (Establish a minimum of 3 goals. Number in order of priority)

1._____

2._____

3._____

4._____

5._____

Employee comments:

_____
_____
_____
_____
_____

Scoring: Add the total of each score in both specific job requirements and general measurables and divide by the maximum obtainable score to give a percentage.

(0-59% = no wage increase, 60%-69% = 1.0% wage increase, 70%-79% = 2.0%, 80%-89% = 3%, 90%-100%=4% wage increase). These are percentages allowed for a wage increase.

_____ (Total Score) divided by _____ (Total Possible) = _____

Supervisor_____Date_____

I acknowledge that this job description serves only as a guideline for the duties required of my position and reviews only the major areas of my responsibilities.

EMPLOYEE: _____ DATE: _____

REVIEWED 8/26
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