



**JOB DESCRIPTION  
RETAIL STORE MANAGER**

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**MISSION:**

Goodwill’s mission is to provide work opportunities and skills development to people with barriers to employment.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

<p><b>STRATEGIC VISION:</b></p> <p>Every person in Kern, Kings and southern Tulare counties has the opportunity to achieve his/her fullest potential through the power of work.</p>	<p><b>VALUES:</b></p> <ul style="list-style-type: none"> <li>— Accountability</li> <li>— Integrity</li> <li>— Dignity</li> <li>— Diversity</li> <li>— Entrepreneurial Spirit</li> <li>— Excellence</li> <li>— Opportunity</li> <li>— Responsibility</li> </ul>
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**DEPARTMENT:** Retail Services Department

**PURPOSE OF POSITION:** The Retail Store Manager is responsible to oversee the daily operations of the store. Plan, monitor and maximize retail budgets and product inventory, purchasing and sales. Work closely with District Managers to coordinate and determine the most cost-effective marketing and assemble the best possible sales team. Serve as a positive role model by providing training and maintaining the skills and safety of current staff to promote the Transitional Employment Program. Store managers must address customer needs by immediately resolving conflict and inspiring long-term customer relationships.

**SUPERVISION RECEIVED:** Reports to the District Manager

**SUPERVISION EXERCISED:** Retail Store Staff

**CLASSIFICATION:** Exempt

DUTIES AND RESPONSIBILITIES: (Position may perform some or all of the duties described below):

1. Responsible to maximize production and sales from store operations.
2. Supervise all store activities in an orderly and professional manner as to ensure maximum customer satisfaction and to provide maximum security and protection of donated merchandise.
3. Fulfill and supervise production functions such as: receive donated goods, direct donors to proper location, issue receipts, sort and select merchandise, price and mark items and perform other production functions as determined by supervisor.
4. Sell goods to customers, display merchandise on sales floor effectively, provide all necessary customer services while maintaining a pleasant and polite manner.
5. Responsible for all banking functions related to the store including making bank deposits, filling change requirements, etc.
6. Handle cash register functions and transactions including: sales, over rings, voids, correct pricing, inventory control and receipting to customers. Also, responsible for register cash fund including: deposits and store change fund counts and accounting for overages and shortages. Ensure correct check acceptance policies, charge card activities.
7. Perform all necessary personnel functions as determined by company policies and procedures including record keeping, scheduling, payroll management, monthly budget, disciplinary functions, evaluations and training.
8. Responsible to perform and supervise housekeeping duties. These duties include but are not limited to: cleaning and straightening of the sales floor and production areas by sweeping, mopping, washing and/or dusting as needed. Also attend to store safety conditions as determined by company policy.
9. Attending all Loss Prevention meetings, learning the material, training subordinates, enforcing all policy, procedure and audit requirements relative to Loss Prevention.
10. Perform necessary record keeping and reporting of money, sales and production in an accurate and timely manner.
11. Enforce and effectively communicate company policies and procedures to all personnel.
12. Maintain a high level of confidentiality.
13. Follow safety policies and procedures ensuring safe work conditions at all times.
14. Responsible to attend meetings and training sessions as required.
15. Responsible for other duties as assigned.

MINIMUM JOB REQUIRMENTS:

1. Three years of increasingly responsible retail management experience with two years experience in supervision.
2. Experience using a cash register.
3. Ability to communicate effectively both orally and in writing.
4. Able to calculate and execute basic accounting and cash control procedures.
5. Basic judgment skills to determine the value of merchandise.
6. Valid California Driver's License, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

PHYSICAL REQUIREMENTS/DEMANDS: Store Manager

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing			x	
2. Bending			x	
3. Carrying				x
4. Climbing		x		
5. Crawling		x		
6. Crouching		x		
7. Feeling			x	
8. Fingering/Fine Dexterity			x	
9. Flexing Wrist			x	
10. Grasping/Squeezing			x	
11. Handling/Gross Dexterity			x	
12. Hearing			x	
13. Kneeling			x	
14. Lifting			x	
15. Pulling			x	
16. Pushing			x	
17. Reaching – Above Shoulder			x	
18. Reaching – Shoulder & Below			x	
19. Reclining	x			
20. Sitting		x		
21. Standing			x	
22. Stooping		x		
23. Talking				x
24. Tasting/Smelling	x			
25. Throwing			x	
26. Turning Body				x
27. Twisting Body				x
28. Walking				x
29. Near Vision		x		
30. Midrange Vision		x		
31. Far Vision		x		
32. Depth Perception		x		
33. Visual Accommodation		x		
34. Color Vision			x	
35. Field of Vision/Peripheral		x		

LIFTING AND CARRYING REQUIREMENTS/DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	(Administrative/Clerical) Class 1 Light Activity	Lift/Carrying Minimum 30 LBS		
x	<b>MEDIUM</b> (Moderate Physical Activity)		Lift/ Carrying Minimum 50 LBS	
	<b>HEAVY</b> (Heavy Physical Labor)			Lift/Carrying Minimum 70 LBS

ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors				x
Outdoors		x		
Dust		x		
Electric Shock	x			
Explosive	x			
Exposure to Weather		x		
Extreme Cold		x		
Extreme Heat		x		
Fumes/Gases	x			
High Exposed Places	x			
Loud Noises		x		
Mist		x		
Moving Mechanical Parts		x		
Odors	x			
Poor Ventilation	x			
Radiant Energy	x			
Toxic/Caustic Chemicals		x		
Vibration		x		
Wet/Humidity		x		

NAME:	
SIGNATURE:	DATE: