

JOB DESCRIPTION

JOB TITLE: Store Manager
JOB NUMBER: OM4025/OM4026/OM4027
FLSA STATUS: Exempt
CLASSIFICATION: Sales
REPORTS TO: Regional Director of Stores
SUPERVISES: Yes

JOB PURPOSE: The Store Manager will provide a management position that bears primary responsibility of insuring the proper operation of the retail store.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages the retail store engaged in selling a general line of merchandise ensuring that sales goals are met.
- Plans and prepares work schedules and assigns employees to specific duties.
- Appraises and prices house wares, furniture and "mark-up" textiles with the intent of making the most monetary value. Reports lack of donated goods early enough such that the transportation department has time to deliver goods before supply runs out.
- Monitors stock level of store merchandise and supplies and adjusts as necessary.
- Supervises employees in sales work, reconciles cash with sales receipts, keeps operating records, and prepares a daily record of transactions for accounting.
- Prepares and submits Payroll records in a timely manner.
- Performs work of fellow employees on an as needed basis.
- Ensures compliance of employees with established safety, policies, procedures, security, sales, productivity and record keeping procedures and practices.
- Answers customer's complaints or inquiries and resolves appropriately.
- Interviews, hires, and trains employees. Responsible for terminations with the guidance from the Regional Director of Stores and/or Human Resources.
- Directs staffing, training, prepares and conducts performance evaluations and conducts corrective actions as needed.
- Directs staffing, training, prepares and conducts performance evaluations.
- Monitors and records corrective action issues, carrying out corrective actions according to Human Resources guidelines, as required.
- Attends management meetings as required.
- Conducts store meetings as required.
- Oversees quality of goods going to sales floor.
- Monitor store supply levels and order as necessary.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Accomplishes all tasks as appropriately assigned or requested for successful completion of the mission of GIV.

QUALIFICATIONS:

- **Experience, Competencies and Education**

Effective date: 08/28/09

Replaces: 01/07
7/1/08

THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY EMPLOYEE'S AT-WILL EMPLOYMENT STATUS.

Goodwill Industries of the Valleys helps people in our community have a better life through work and independence.

High School or general education degree (GED); or one to three months related retail management experience and/or training; or equivalent combination of education and experience. Computer skills, including Microsoft Word and Excel, are required.

- **Language Skills**
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- **Mathematical Skills**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability**
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
 - **Other**

ACCOUNTABILITIES AND MEASURES

- Manages the retail store, engaging in selling of general line of merchandise ensuring sales goals are met.
- Accountable for decisions made.

CERTIFICATES, LICENSES, REGISTRATIONS:

- CPR certified; training provided.
- Valid State of Virginia driver's license and proof of insurance required to drive personal car on company business. _____
- Additionally, 3+ point DMV record required to drive company vehicle. _____

AMERICANS WITH DISABILITIES SPECIFICATIONS:

- **Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Assist in lifting items over 50 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

- **Work Environment**
Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to weather conditions.

The noise level in the work environment is moderate.

Effective date: 08/28/09

Replaces: 01/07
7/1/08

THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY EMPLOYEE'S AT-WILL EMPLOYMENT STATUS.

Goodwill Industries of the Valleys helps people in our community have a better life through work and independence.

RECEIPT OF JOB DESCRIPTION

This job description has been reviewed with me by my supervisor. Meeting the qualifications as required, I understand and agree to perform the duties as described. A copy of this description has been given to me.

Employee's Signature

Date

Supervisor's Signature

Date

Effective date: 08/28/09

Replaces: 01/07
7/1/08

THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY EMPLOYEE'S AT-WILL
EMPLOYMENT STATUS.

Goodwill Industries of the Valleys helps people in our community have a better life through work and independence.