

GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: TM I (Hanger, Sorter, Floor, Wares)

Department: Store

Reports to: Store Manager

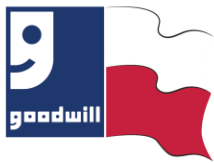
Status: Non-Exempt

Position Summary:

Process and display merchandise, provide excellent customer service. To ensure the efficient operation and stewardship of the Goodwill store to maximize profitability and increase training and opportunities.

Essential Duties and Responsibilities:

- Demonstrates professionalism at all times and presents a friendly, cooperative attitude to general public and staff at all times.
- Must be able to ensure that all products are constantly being rotated.
- Help load and unload trucks as requested.
- Must be able to ensure that all production standards, guidelines and deadlines are met.
- Sort donations according to company guidelines.
- Assist with store security.
- Assist in keeping store production supply available.
- Perform necessary janitorial work.
- Conduct self in safe manner; report all injuries immediately.
- Provide excellent customer service by greeting customers and providing assistance with basic questions about store operations and/or merchandise.
- Responsible for performing assigned duties within the framework of our Guiding Principles:
 - We are committed to providing world-class customer service to all our customers
 - We are committed to a clean, neat, and organized store. The image of the store reflects Goodwill and the team
 - Donors should be greeted in 10 seconds
 - We are committed to a full store with full inventory
 - Every time we touch a donation, something good should happen to it
 - All donations should be processed within 24 hours
 - If you have a pile, you have a problem
 - Hard goods should be priority processed
 - Material handling equipment is for moving donations, not storage
 - Don't fall in love with your donations...rotation is critical to success
 - Donor value should increase
 - Profits should increase
- Notify supervisor of low and overstocked items.



GOODWILL HOUSTON

- Ability to multi-task, make quick decisions and work in a team oriented, fast paced environment.
- Must have punctual and dependable attendance.
- Successfully complete job specific checklist within 90 days of employment.
- Assist with the security and safety of company employees and property.
- Free from alcohol and drugs.
- Conduct self in safe manner; report all work injuries immediately.
- Adherence to all Goodwill policies and procedures.
- Other duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent preferred.
- Ability to read, write and communicate in English.
- Good communication skills and ability to communicate and cooperate with the public and department staff at all times.
- Must have reliable transportation.

Physical Requirements/Work Environment:

The physical demands/work environment conditions 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 assist individuals with disabilities to perform the essential functions.

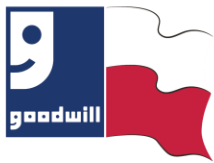
Physical requirements include the ability to twist, bend, squat, reach, stoop, kneel, crouch, push and pull. The employee must be able to lift up to 40 pounds and occasionally lift and/or move up to 100 pounds (common items include, but are not limited to bags of clothes/miscellaneous items, televisions, computers, sofas, kitchen appliances, bicycles and bedroom sets). The employee must also be able to stand for extended periods of time.

Indoor work environment with occasional exposure to outside temperatures. The noise level in the work environment is usually moderate.

Equipment, Machines and Tools Used:

Telephone, mop and broom, trash bins, totes, dollies, pallet jack and other material handling equipment.

Employee understands he/she may be transferred to another location at any time at the discretion of the Vice President of Operations and/or the District Sales Manager.



GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: TM II (Cashier)

Department: Store

Reports to: Store Manager

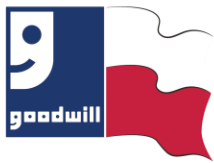
Status: Non-Exempt

Position Summary:

Obtains payment for merchandise by accurately itemizing and totaling customer purchases. To ensure the efficient and cost effective operation and stewardship of the Goodwill store to maximize profitability and increase training opportunities.

Essential Duties and Responsibilities:

- Operate electronic cash register, credit card and check machines.
- Provide excellent customer service by greeting customers and providing assistance with basic questions about store operations and/or merchandise.
- Demonstrates professionalism at all times and presents a friendly, cooperative attitude to general public and associates at all times.
- Help load and unload store merchandise as needed.
- Sort and price donations according to company guidelines.
- Assist keeping store stock available.
- Assist in store security.
- Notify Store Manager of low and overstocked items.
- Must perform necessary janitorial work.
- Adherence to all Goodwill policies and procedures regarding sales, exchanges, cash handling, and safety.
- Responsible for performing assigned duties within the framework of our Guiding Principles:
 - We are committed to providing world-class customer service to all our customers
 - We are committed to a clean, neat, and organized store. The image of the store reflects Goodwill and the team
 - Donors should be greeted in 10 seconds
 - We are committed to a full store with full inventory
 - Every time we touch a donation, something good should happen to it
 - All donations should be processed within 24 hours
 - If you have a pile, you have a problem
 - Hard goods should be priority processed
 - Material handling equipment is for moving donations, not storage
 - Don't fall in love with your donations...rotation is critical to success
 - Donor value should increase
 - Profits should increase



GOODWILL HOUSTON

- Ability to multi-task, make quick decisions and work in a team oriented, fast paced environment.
- Must have punctual and dependable attendance.
- Successfully complete job specific checklist within 90 days of employment.
- Assist with the security and safety of company employees and property.
- Free from alcohol and drugs.
- Conduct self in safe manner; report all work injuries immediately.
- Other duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent preferred.
- Ability to read, write and communicate in English.
- Able to perform basic math functions, including addition, subtraction, multiplication and division.
- Good communication skills and ability to communicate and cooperate with the public and department staff at all times.
- Possess and display honesty.
- Must have reliable transportation.
- Must be able to pass cashiers test.

Special Requirements:

- Must be willing and able to work a flexible schedule.

Physical Requirements/Work Environment:

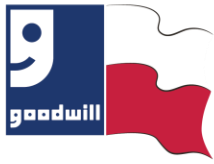
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Physical requirements include the ability to twist, bend, squat, reach, stoop, kneel, crouch, push and pull. The employee must be able to lift up to 40 pounds and occasionally lift and/or move up to 100 pounds (common items include, but are not limited to bags of clothes/miscellaneous items, televisions, computers, sofas, kitchen appliances, bicycles and bedroom sets). The employee must also be able to stand for extended periods of time.

Indoor work environment with occasional exposure to outside temperatures. The noise level in the work environment is usually moderate.

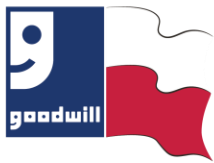
Equipment, Machines and Tools Used:

Cash register, credit card and check machines, telephone, mop and broom, pricing and tagging guns, metal clothes racks and hangers, calculator, totes, and other material handling equipment.



GOODWILL HOUSTON

Employee understands he/she may be transferred to another location at any time at the discretion of the Vice President of Operations and/or the District Sales Manager.



GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: Store Donation Attendant and Attended Donation Center Attendant

Department: Retail Store

Reports to: ADC Supervisor/Store Manager

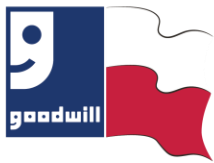
Status: Non-Exempt

Position Summary:

Accepts merchandise donations according to Goodwill policy and to ensure the efficient and cost effective operation and stewardship of the Goodwill Store to maximize profitability and increase opportunities.

Essential Duties and Responsibilities:

- Maintain excellent customer relations and able to work weekends.
- Must be able to maintain a cheerful and pleasant disposition when serving customers/donors.
- Loads and sorts materials in trailer/store front according to Goodwill policy and procedures.
- Maintain accurate records of donations and issues completed donation receipts to all donors.
- Provides daily reports of trailer/site front status to dispatch.
- Adhere to all Goodwill policies, procedures and regulations.
- Follow all safety and security policies and procedures.
- Responsible for making all store decisions within the framework of our Guiding Principles:
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 - We are committed to a clean, neat, and organized store. The image of the store reflects Goodwill and the team
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 - Don't fall in love with your donations... rotation is critical to success
 - Donor Value should increase
 - Profits should increase
- Must perform necessary janitorial work.
- Conduct self in a safe manner; report all work injuries immediately.
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- Perform other duties as assigned.



GOODWILL HOUSTON

Minimum Qualifications:

- High school diploma or equivalent preferred.
- Ability to read, write and communicate in English.
- Good communication skills and ability to communicate and cooperate with the public and department staff at all times.
- Must have reliable transportation.
- Ability to multi-task, make quick decisions and work in a team oriented, fast paced environment.
- Must have punctual and dependable attendance.
- Successfully complete job specific checklist within 90 days of employment.
- Assist with the security and safety of company employees and property.
- Free from alcohol and drugs.

Physical Requirements/Work Environment:

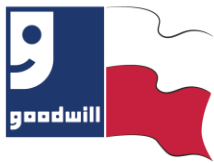
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Indoor work environment with occasional exposure to outside temperatures. The noise level in the work environment is usually moderate.

Equipment, Machines, and Tools Used:

Employee understands he/she may be transferred to another location at any time at the discretion of the Vice President of Operations and/or the District Sales Manager.



GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: Pricer

Department: Retail Store

Reports to: Store Manager

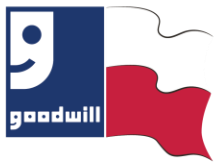
Status: Non-Exempt

Position Summary:

To research prices and display merchandise, unload trucks, process, receive and record donations, and provide excellent customer service. To ensure the efficient and cost effective operation and stewardship of the Goodwill store and to maximize profitability and increase training opportunities.

Essential Duties and Responsibilities:

- Research merchandise value using the current pricing guide and/or the internet and price merchandise accordingly.
- Keep abreast of industry trends, merchandise knowledge and competitive pricing.
- Demonstrates professionalism at all times and presents a friendly, cooperative attitude to general public and staff at all times.
- Help load and unload trucks upon request.
- Receive and record donations from the public as needed.
- Must be able to ensure that all production standards, guidelines, and deadlines are met.
- Sort and/or price donations according to company guidelines.
- Assist in keeping store production supply available.
- Conduct self in safe manner; report all injuries immediately.
- Provide excellent customer service by greeting customers and providing assistance with basic questions about store operations and/or merchandise.
- Notify supervisor of low and overstocked items.
- Responsible for performing assigned duties within the framework of our Guiding Principles:
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GOODWILL HOUSTON

- Donor value should increase
- Profits should increase
- Ability to multi-task, make quick decisions and work in a team oriented, fast paced environment.
- Must have punctual and dependable attendance.
- Successfully complete job specific checklist within 90 days of employment.
- Assist with the security and safety of company employees and property.
- Free from alcohol and drugs.
- Conduct self in safe manner; report all work injuries immediately.
- Adherence to all Goodwill policies and procedures.
- Perform other duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent preferred.
- Ability to read, write and communicate in English.
- Good communication skills and ability to communicate and cooperate with the public and department staff at all times.
- Must have reliable transportation.

Physical Requirements/Work Environment:

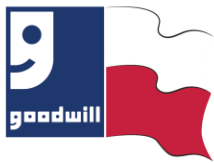
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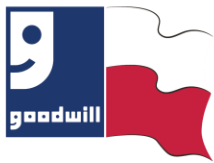
Equipment, Machines, and Tools Used:

Telephone, mop and broom, pricing and tagging guns, metal clothes racks and hangers, dollie, trash bins, totes, computer, and other material handling equipment.



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Employee understands he/she may be transferred to another location at any time at the discretion of the Vice President of Operations and/or the District Sales Manager.



GOODWILL HOUSTON

JOB DESCRIPTION

Job Title: Merchandiser (Temporary Position)

Department: GTS (Stores locations may vary)

Reports to: Store Manager/Trainer

Status: Temporary

Position Summary:

Merchandiser will assist with sorting, pricing and display of product. May also unload trucks and perform other operational job duties.

Essential Duties and Responsibilities:

- Assist in the rotation of product
- Help load and unload trucks
- Assistance with sorting, pricing, and display of product
- Must be punctual, and dependable
- Able to work safely and efficiently
- Free from alcohol and drugs
- Adherence to all Goodwill policies and procedures
- Other duties as assigned

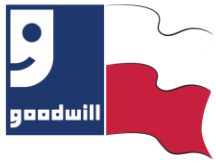
Minimum Qualifications:

- High school diploma or equivalent preferred.
- Ability to read, write and communicate in English.
- Good communication skills and ability to communicate and cooperate with the public and department staff at all times.
- Must have reliable transportation.

Physical Requirements/Work Environment:

Physical requirements include the ability to twist, bend, squat, reach, stoop, kneel, crouch, push and pull. Must be able to lift up to 40 pounds and occasionally lift and/or move up to 100 pounds (common items include, but are not limited to bags of clothes/miscellaneous items, televisions, computers, sofas, kitchen appliances, bicycles and bedroom sets). Must be able to stand for extended periods of time.

Indoor work environment with occasional exposure to outside temperatures. The noise level in the work environment is usually moderate.



GOODWILL HOUSTON

Equipment, Machines and Tools Used: Telephone, mop and broom, trash bins, totes, dollies, pallet jack and other material handling equipment.