

## JOB DESCRIPTION

**JOB TITLE:** SALES ASSOCIATE  
**JOB NUMBER:** SA7003  
**FLSA STATUS:** Non-Exempt  
**CLASSIFICATION:** Sales  
**REPORTS TO:** STORE MANAGEMENT, (Manager, Assistant Manager, Sales Supervisor)  
**SUPERVISES:** No

**JOB PURPOSE:** Responsible for processing of goods and/or register sales.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

**Receiving, Separation and Pricing Workstations:** \_\_\_\_\_ (Initial when applicable)

- Greet donor vehicle courteously and unload donated goods with care
- Issue receipts to donors as requested
- Assist with the initial separation and delivery of donated materials to Sorting, Grading and/or Hanging Workstation
- Communicate to donors why certain items cannot be accepted by Goodwill
- Assist in the loading and unloading of donated goods vehicles as needed
- Price inspected goods for placement onto retail sales floor
- Sanitizes furniture and domestics as required by State Law.
- Refer customers' complaints or inquiries to management

**Sales Floor/Cashier Workstation:** \_\_\_\_\_ (Initial when applicable)

- Assist customers in locating and/or selecting merchandise
- Process customer sale transactions bag merchandise and thank the customer for shopping at Goodwill
- Merchandise quality items on sales floor to maximize profits that are used to fund GIV mission-based programs
- Accurately conduct sales transactions and maintain cash and credit card control by following proper procedures regarding voids, refunds, checks, credit cards, etc.
- Give excellent customer service and remain calm and professional under stressful situations
- Maintain the sales floor and inventory in a clean, neat and properly displayed manner
- Maintain a safe work environment at all times by following company safety regulations
- Immediately report all incidents of theft (both internal and external) to a management team member
- Refers customers' complaints for inquiries to management

**Housekeeping Workstation:** \_\_\_\_\_ (Initial when applicable)

- Responsible for floor maintenance and cleanliness on a daily basis, including dust mopping, damp mopping and burnishing (where appropriate)
- Responsible for cleanliness and maintenance of all rest rooms, show windows, fitting rooms, back room and dock area, and store exterior including parking areas
- Report repairs that require outside assistance
- Responsible for the changing of defective florescent lights in order to maintain a proper lighting level in all areas of the retail store

**All Workstations:** \_\_\_\_\_ (Initial when applicable)

- Attend meetings and training sessions as scheduled

Effective date: 5/22/07

Replaces:

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

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- Maintain a safe work environment at all times by following company safety regulations
- Adheres to all external safety regulations
- Maintains appropriate and accurate records as required by their workstation
- Adhere to all Goodwill policies and procedures
- Maintain assigned personal workspace and supplies
- Work with a management team member to complete required employee training
- Provide assistance and support to other Goodwill staff as necessary
- Work habits should include: regular attendance, punctuality, teamwork, initiative, willingness to learn, dependability and promptness
- Maintain a professional appearance at all times, adhering to Goodwill uniform standards
- Perform general housekeeping duties as needed or assigned
- Maintain assigned personal workspace and supplies
- Perform other duties as required or directed which may be necessary in order to facilitate the mission of the organization

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Accomplishes all tasks as appropriately assigned or requested by management

#### **QUALIFICATIONS**

- **Experience, Competencies and Education**  
High School or equivalent combination of education and experience is preferred  
One year of experience in a related field is preferred
- **Customer Service Skills**  
Must possess and consistently demonstrate the ability and willingness to utilize excellent customer service skills
- **Language Skills**  
Ability to read, analyze and interpret documents relating to store operations and sales
- **Mathematical Skills**  
Ability to perform basic mathematical equations is preferred
- **Reasoning Ability**  
Ability to follow instructions, adhere to policy, and make basic decisions

#### **ACCOUNTABILITIES AND MEASURES**

- Completes all tasks as assigned or requested by management
- Accountable for cash drawer reconciliation

#### **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 frequently lift up to 50 pounds and/or move up to 50 or more 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 usually low to moderate.

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**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

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