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**Position Description**

**Retail Training Supporter**

**Classification:** Volunteer

**Reports To:** Retail Engagement Manager

**Supervises:** This position has no direct supervisory responsibilities

**Organization**

Goodwill of Western Missouri & Eastern Kansas has a rich, 120 year+ history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stay local, supporting thousands of job-seekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That’s why 90¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders’ pockets.

**Impact**

Goodwill’s retail is the driving machine behind our mission. Our retail stores generate revenue to support over 6 programs and services in the local community. The retail team is a growing department and is in constant need of organization, detail, and stellar people skills. The Retail Training supporter will work one-on-one with applicants/candidates and training managers to assist the retail team with onboarding new Goodwill retail employees.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Place phone screening calls to applicants for retail store positions
* Set up screen applicants for interviews with General Store Managers
* Assist the training team with printing and laminating needs
* Serve as the go-to person for initial screening for potential candidates
* Assist the training team with the assembly of training materials
* All other duties assigned by the Retail Engagement Manager

**Time and Location**

This role operates in the local Goodwill Mission Support Center, and may be subject to travel at various Goodwill retail locations

This schedule can be accommodating but must meet minimum weekly hour requirement. Volunteers should expect to dedicate at least five hours a week to this role.

**Screening**

A background check and interview are required. You may be asked to submit personal references.

**Orientation and Training**

In person orientation and training is required and will be received upon acceptance to this role

**Qualifications**

* 0-2 years of experience in phone screening
* Some background in the hiring process
* Strong ability to pay attention to detail
* Keen people skills
* Ability to adapt to a constantly growing environment

**Values and Competencies**

* We allow our values to guide our actions:
  + Lead: Everyone has value - help them find it and celebrate it
  + Grow: Learn constantly and strive continually to better ourselves
  + Partner: Be good citizens, maximize the value of donations, and support sustainability
  + Innovate: Always seek new and better ways to accomplish our mission
  + One Agency: Work collaboratively to build a legacy from which future generations will benefit
* Every leader must demonstrate these competencies:
  + Has a focus on our mission
  + Does the right thing, acting with honor and integrity
  + Develops self and others
  + Owns results