

# Position Description

## Mission Services Supporter



**Classification:** Volunteer

**Reports To:** Mission Support Specialist

**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 stays 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 Mission Services Department creates and manages the individualized programs and services that help our job seekers. Mission Services also evaluates outcome delivery of each service and works to ensure programs remain within standards for certification. The Mission Services Supporter is responsible for assisting the Mission Services Department in this effort.

### Essential Functions

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

- Capture data in Goodwill's Customer Relationship Management system, GoodTrak
- Capture and sort additional data in Excel
- Assist with reporting via Excel and GoodTrak
- Organize and file office paperwork
- Copy/collate documents
- Proof read documents
- Organize, scan and file e-documents in appropriate folders
- Occasionally sort and hang professional clothing in Goodwill's Career Corner
- Support staff in locating job leads, job fair information, and other information that may be of interest to clients and then posting that information
- Research

### Work Environment

This job operates in a professional office environment. Casual attire is appropriate.

### Time and Location

There is a flexible schedule, during regular business hours of 9:00am-5:00pm, Monday to Friday. Must commit to a minimum of four hours a week.

### Screening

Background check and interview are required.

### Orientation and Training

In person orientation and training will be provided during the first shift at the Mission Support Center.

### Qualifications

- Organization and attention to detail
- Data entry skills (alphanumeric)
- Ability to follow directions
- Self-starter – operate with minimal supervision
- Enthusiasm for Goodwill mission and activities

## 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