

Position Description

Retail Supporter



Classification: Volunteer – this is an individual or group opportunity

Reports To: General 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 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

The Retail Supporter provides an outstanding customer experience for Goodwill donors and shoppers in various store locations. The Retail Supporter plays a role in donors and customers wanting to return to our locations to support our mission.

Essential Functions

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

- Greeting customers and creating a welcoming atmosphere
- Answering customer questions, or directing customers to an employee who can help
- Stocking new product by item, size, and color
- Pulling existing product from the sales floor
- Flexing the items on the sales floor to continuously improve the display of items and customer flow
- Returning items from the fitting room or the floor to the proper stocking area
- General housekeeping and sales floor recovery
- Returning carts from sales floor and parking lot

Work Environment

This opportunity operates in a retail environment, though brief, occasional outdoors tasks may be assigned. Retail Supporters should wear closed-toed shoes, such as tennis shoes or work boots, jeans, and a comfortable top.

Time and Location

Locations vary; opportunity will be determined by each store's General Manager. Times vary between store hours of 9am and 9pm Monday through Saturday and 11am-6pm on Sunday. Volunteers and Managers will work out a mutually agreed upon schedule. Ideal shift duration is 2-4 hours.

Screening

A background check is required for ongoing volunteers in the stores.

Training and Orientation

In person training and orientation will be provided at your first shift, in the store.

Qualifications

- Ability to represent Goodwill in positive manner
- Good communication skills
- Detail oriented
- Ability to relate to a diverse population
- Desire to stay moving for duration of shift

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