

Position Description

Retail Champion



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, 125 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 Champion is critical to supporting the key functions of the donation cycle, to ensure our stores are operating at their best. The Retail Champion provides a great experience for donors and customers, diverts items from landfills to protect the environment, and maximizes store sales to support our employment services in the community.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Volunteers may perform some or all of these duties.

- 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
- General housekeeping and sales floor recovery
- Unloading donations from cars
- Thanking donors for their donations and giving a donation receipt
- Sorting donations by type and quality
- Supporting shoppers in loading heavy or bulky items into their vehicles after purchase
- Scanning items in preparation of online sale

Work Environment

This opportunity operates in a retail and production environment. Retail Champions 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