

# GOODWILL INDUSTRIES - MANASOTA, INC.

## JOB DESCRIPTION

**Job Title:** Donor Greeter

**Date revised:** 05/2003

**Department::** Goodwill GoodNeighbor Center(GGC) **Team Leader:** Team Leader Coach(TLC)

**Status:** Non-exempt

### MISSION CONTRIBUTION:

To insure the efficient and cost effective operation and stewardship of the GGC through donor and customer relations, processing donated goods, quality control, in order to maximize profitability and increase training opportunities.

### FUNCTION:

Under the direct supervision of the Team Leader Coach or designee, is responsible for customer service, facility security and maintenance, greeting and assisting donors, breakdown of donations and the maintenance of accurate donor records.

### SPECIFIC DUTIES:

1. Ensure 100% donor and customer delight.
2. Greet donors in a prompt, friendly, and courteous manner; assist to unload donations from vehicles, offer tax receipts, maintain accurate daily counts of donations.
3. Breakdown donations into categories.
4. Maintain drivethrough and work area in a clean and organized manner.
5. Transport wares to sales floor.
6. Transport trash to compactor and operate compactor as needed.
7. Adhere to all GGC and personnel policies and procedures; follow good safety and security practices including reporting safety hazards and injuries to the Team Leader Coach and ATL.
8. Responsible for performing assigned duties within the framework of our Guiding Principles:
  - We are committed to providing world-class customer service to all of our customers.

- We are committed to a clean, neat, and organized store. The image of the store reflects Goodwill, the manager/TLC, and the team.
- Donors should be greeted in 10 seconds.
- We are committed to a full store with full inventory.
- Every time we touch a donation, something good should happen to it.
- All donations should be processed within 24 hours.
- If you have a pile, you have a problem.
- Hard goods should be priority processed.
- Material handling equipment is for moving donations, not storage.
- Don't fall in love with your donations... rotation is critical to success.
- Donor Value should increase.
- Profits should increase.

9. May be asked to participate in activities outside of Goodwill.

10. Attend in-service and related training as assigned by team leader coach.

11. Other duties as assigned by Team Leader Coach and ATL.

**MINIMUM QUALIFICATIONS:**

- Ability to bend, reach and stand for extensive period of time, and lift up to forty pounds on a regular basis.
- Perform basic math skills.

**Special Requirements:**

- Must be willing and able to work evenings and weekends.

I have read this job description, reviewed it with my team leader, and understand what is required of me.

**Team Member:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Team Leader:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## CPFs FOR DONOR-GREETER

1. Donor Value
2. Image
3. Customer Service
4. Safety
5. Adhere to 10 second rule

I have reviewed these CPFs (critical performance factors) with my team leader and understand what is expected of me.

Team Member: \_\_\_\_\_ Date: \_\_\_\_\_

Team Leader: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_