

Production Supervisor

Non-Exempt Full Time: \$12/HR

Summary

Responsible for overall management and operation of the department. Duties include, but are not limited to the improvement, development, and management of Production. Responsible for promoting Agency culture of respect, consideration, fairness and accountability to each other and the public.

Essential Job Functions:

- Maintain excellent employee and customer relations. Must be able to meet the scheduling needs and must be flexible to working outside of the scheduled shift to offer support where needed.
- Responsible for meeting and exceeding when possible daily production quotas:
 - Textile quota –100 pieces per processor per hour
 - Hardline quota –1 bin per processor per hour
- Quotas can be changed higher or lower by the General Manager depending on the flow of donations and the needs of the stores.
- Assist and supervise processors with making visual survey to determine type of wares and quality of goods
- Identify possible safety hazard and any offensive odors.
- Assist with security and safety of company employees, property, and assets.
- Work closely and in frequent communication with all General Store Manager and the Operations Team Leaders at their locations.
- Assist processors in recognizing items that may be collectable or have a higher than usual value.
- Keep production equipment in proper working order. Promptly notify Director of Retail of any defects.
- Ensures that all financial paperwork including, but not limited to, production, logs, inventories, and other assigned work is properly completed and in a timely manner.
- Enforce safety and security policies and procedures.
- Observe and report verbally and in writing to General Store Manager any suspicious activity which includes but not limited to, possible theft issues and employee relations issues from staff.
- Responsible for all documentation such as: Production log, Incident reports and Absentee reports.
- Maintain good housekeeping, keeping walkways and aisles always clear of hazards, inspecting on an hourly basis. Ensure that all workstations and entire Production areas are clean and organized for the next day. Ensure that all supplies necessary are at the workstations to ensure efficiency.
- Adhere to all Goodwill policies, procedures, and regulations.
- Provide excellent customer service to both external and internal customers
- All other duties as assigned.

Abilities

- Sufficient eyesight and manual dexterity to discriminate between and classify items
- Able to lift/carry 30 pounds and occasionally lift/carry up to 50 pounds

Supervisory Responsibilities:

- Supervises production staff to meet assigned goals.
- Maintain excellent employee and customer relations. Must be able to meet the scheduling needs and must be flexible to working outside of the scheduled shift to offer support where needed.

Experience:

- High School diploma or GED.
- Good math aptitude.
- Working knowledge of cashiering, bank deposits and retail sales.