

GCVA Management Careers

If you want to support the community while you grow in your career, Goodwill is the place for you! Goodwill continues to serve the community by training people for today's job market. As we expand our reach further into the Central Virginia area, we need more talent to help us grow.

What do we look for in a candidate for our management positions?

GCVA has ten leadership competencies that we look for when hiring management candidates. Once employed with Goodwill, we assist in the development of these competencies through training, project work, and mentoring programs.

- 1- **Business Acumen:** Knowledgeable in current and possible future policies, trends, and information affecting his/ her business and organization: knows the competition; is aware of how strategies and tactics work in the marketplace.
- 2- **Customer Focus:** Is dedicated to meeting the expectations & requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- 3- **Dealing with Paradox:** Is very flexible and adaptable: can act in ways that seem contradictory; can be both tough and compassionate, empathetic and objective; can lead and follow; can be an individual contributor and a team player; can be self-confident and appropriately humble; is seen as balanced despite the conflicting demands of the situation.
- 4- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and tough times; acts in line with those values; rewards the right values and disapproves of others; practices what he/ she preaches.
- 5- **Hiring and Staffing:** Has a nose for talent; hires the best people available from inside or outside; is not afraid of selecting strong people; assembles talented staff.
- 6- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; doesn't blame others for his/ her own mistakes or misrepresent him/ herself for personal gain or protection.
- 7- **Listening:** Practices attentive and active listening: has the patience to hear people out; can accurately restate the opinions of others even when he/ she disagrees.
- 8- **Managing Vision and Purpose:** Creates and communicates a compelling and inspired vision or sense of core purpose: sees beyond today; sees possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision; makes the vision shareable by everyone; can inspire and motivate entire units or organizations; is charismatic.
- 9- **Motivating Subordinates and Others:** Can motivate many kinds of subordinates and team or project members; can assess each person's hot button and use it to get the best out of them; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel their work is important; is someone people like working for and with.
- 10- **Strategic Agility:** Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can accurately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.

To learn more about GCVA's management opportunities, including our management training program, please contact Human Resources at 804-745-6300.