

Amy Robinson

#WhyGoodwill



For seven years, Amy Robinson has been working for Goodwill. Amy started in retail and has worked her way up to her current position, Assistant Manager at the Milton Goodwill store. Previously she worked in retail and was a stay-at-home wife during a tough time in her life. For 10 years she struggled through an abusive marriage, which caused her anxiety. Thankfully, Amy says, “Here at Goodwill, I no longer have those anxiety attacks.”

Throughout her career she learned to be more open and how to communicate with people. Goodwill taught her to be open to building relationships with customers. When asked why she enjoys Goodwill, she did not hesitate before stating how much she likes the people. Amy says, “I like interacting with the customers; you get to know them on a personal level.” Most of the customers are frequent shoppers so she gets to connect with them several times a week. She also feels a strong connection to the customers she interacts with, “A lot are older customers who do not have a family, so they come in and say that this is their family.”

With a big smile, Amy says how much she loves Goodwill and wants others to understand what Goodwill truly stands for. She says, “It’s not just retail, but the missions too. Don’t believe everything you hear in the media, educate yourself on what they stand for and what they do.”

“It’s actually a family, and I love my Goodwill family.”