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For Immediate Release

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Goodwill Announces New Retail Leadership Roles

INDIANAPOLIS, Ind. – Goodwill of Central and Southern Indiana announces four new retail leadership positions and promotions.

“Although the COVID-19 pandemic has created many challenges, it has also created many opportunities to evolve as an organization,” said Kent A. Kramer, president and CEO of Goodwill of Central & Southern Indiana. “These new roles will strengthen Goodwill’s retail division and ensure we’re able to continue delivering on our mission to empower Hoosiers for many years to come.”

In his new role as **Director of Business Strategy, Jared Rains** will oversee continuous improvement, training, data governance and change management for Goodwill’s retail division, which includes over 70 stores. He joined Goodwill in 2017 as a Regional Director for retail. Prior to Goodwill, Rains achieved outstanding results in various retail environments, including Michaels, Old Navy and Gap, Burlington stores and Macy’s department stores.

As Goodwill’s new **Director of Retail, Travis Darden** will oversee the operations of all of Goodwill’s 70+ retail stores. Darden began his career with Goodwill in 2018 as a Regional Director for retail. Prior to Goodwill, he worked for several Fortune 500 companies in various roles, including DHL, Target, JCPenney and Apple, amassing six years of transportation and logistics experience along with 14 years of “big box”, high volume, retail experience. Darden is a graduate of East Carolina University where he majored in Communications.

In her new role as a **Regional Director for Goodwill’s retail division, Betsy Horine** will oversee 18 of Goodwill’s stores. Horine joined Goodwill in 2012 as a Team Leader and within 18 months was managing her own store. Since 2014, she led several retail stores in central and southern Indiana, routinely assisting with new store openings, and was integral in the merger of the central and southern Indiana Goodwills in 2017. Horine earned a bachelor of arts degree from Bowling Green University in 2009.

Charles Sargeant began his career with Goodwill in 2014 as Site Leader at the Richmond store. As a result of his hard work and leadership, his store has since received many accolades, including Goodwill’s *Retail Site of the Year Award*, for its top ranking among Goodwill’s 70+ retail stores. In his new role as **Regional Director, Sargeant** oversees 17 Goodwill retail stores. In the decade prior to joining Goodwill, Sargeant successfully managed several retail businesses.

To learn more about Goodwill, visit goodwillindy.org.

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About Goodwill of Central & Southern Indiana

Goodwill of Central & Southern Indiana changes lives every day by empowering people to increase their independence and reach their potential through education, health and employment. The organization serves 39 Indiana counties and operates more than 70 retail locations, as well as charter schools for adults and youth, a maternal-child health program, a child care center and more.