

# Keyholder - Part Time

## Description

- Accountable to delivering sales plan through effective management/delegation of store and operational tasks and execute tasks as assigned and leadership tasks as delegated by the store manager.
- Building High Performing Teams
- Attract, hire, develop, inspire and retain top talent
- Coach, develop and maximize the success of all associates
- Build schedules to maximize and leverage sales results
- Set and reinforce clear and aligned selling expectations, performance, results and accountability with all associates
- Build a team that works well together based on the needs of the store
- Ensure onboarding and continued training of the associate team
- Effectively and fairly manage performance as delegated by the store manager

## Selling Effectiveness

- Lead and model the selling and customer experience standards
- Lead selling efforts to meet selling goals during scheduled shifts
- Ensure team communication; reinforcing that associates at every level are focused and accountable to selling
- Build highly satisfied and loyal customer base through engagement, conversion and capturing customer phone and e-mail
- Direct workforce management activities
- Set the direction and goals for the day/shift when associates arrive for work
- Assist in meeting payroll targets by ensuring appropriate sales floor coverage (manage call-ins / call-offs)
- Ensure associates receive scheduled breaks and meal periods (per state specific guidelines)

## Telling The Brand Story

- Make good, fact-based shopkeeper decisions that keep the store full and abundant
- Lead floor set execution and sustain Magazine direction to optimize business and bring the product story to life
- Build a store environment that is sharply focused on consistently delivering exceptional in-store shopping experiences
- Lead consistent focus on delivering emotionally engaging customer experiences
- Ensure implementation of company selling strategies
- Lead, delegate and execute store standards and maintain a safe, inviting store appearance

## Operational Excellence

- Direct inventory management activities
- Manage controllable expenses
- Perform opening and closing routines including execution of bank deposits, receipt of shipment, and interpret / disseminate company directive
- Act as manager on duty, when scheduled, to address customer service, vendor or maintenance issues
- Partner with the members of the sales leadership team to support action plans that optimize results and ensure effective execution
- of operational activities
- Maintain policies and procedures
- Incorporate Loss Prevention and safety messages into daily operations

\* Note: The primary position responsibilities outlined above are not intended to be all-inclusive and additional responsibilities may be required depending on the volume and complexity of the store.