



## **Keyholder**

### **Job Summary:**

The Key Holder is responsible for opening and closing the store and ensuring that proper store procedures and policies are followed when store management is not on duty or unavailable on the floor. The Key Holder will oversee sales, merchandising, guest service, operational functions and provide employee supervision in the absence of store management.

### **Key Duties & Responsibilities:**

- Supervise employees to complete tasks and achieve goals in the absence of store management.
- Manage sales floor and drives retail sales goals by: addressing customer concerns, coaching employees, and mitigating product loss in the absence of store management.
- Ensure that daily merchandising flexing process, daily replenishment process, Key Corporate Communications, and store cleanliness standards are properly executed when opening or closing.
- Open and closes the store following proper procedures documented in the opening and closing checklist.
- Ensure that registers are properly opened and closed, doors are opened and locked and alarms are set correctly.
- Confirm that deposit slips, spreadsheets, envelopes and deposit bags are correctly filled out and discrepancies are reconciled and cleared by accounting.
- Execute lead cashier responsibilities such as returns, exchange and check approvals, issue of merchandise vouchers per Impact Thrift Stores policy.
- Remain current on all store systems and procedures and company policies
- Ensures that all policies, standards and procedures are maintained and followed in a consistent manner.

### **Knowledge, Skills, and Abilities:**

- HS Diploma or equivalent
- Relevant work experience or equivalent combination of education and relevant work experience; a concentration in merchandising preferred
- Demonstrated competency in sales, products and services
- Proven ability to motivate and lead diverse teams.
- Knowledge of retail merchandising practices.
- Solid communication, customer service, and problem-solving skills and the ability to work in a fast paced environment are also essential.
- Scheduling flexibility is required. Must be available to work Monday-Saturday 8:00am-8:30pm during the morning or evening, up to 25hours/week.

**Physical Demands**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to:

- Stand and walk all day
- Use hands to finger, handle, grasp or feel
- Talk and hear
- Reach, push, or pull with hands and arms
- Stoop, kneel, crouch, climb, twist, balance or crawl
- Lifting up to 100lbs

**Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.**