



Keyholder Job Description

Reports To: Store Manager and Assistant Store Manager

Supervises: Brand Reps & Customer Service Reps

Status: Part-Time

Responsibilities:

- Ability to open and close the store and handle deposits
- Ability to lead, delegate, and follow-up on store associates
- Partner with the Store Manager and Assistant Store Manager in the overall day-to-day operations of the store, product placement, and achieving sales goals as well as UPT, ADS, and Email Capture goals
- Assist in the training of the staff on company policies and procedures
- Count, receive, and tag store merchandise properly by utilizing vendor packing slips
- Ensure that all new merchandise is received and placed on the sales floor in a timely manner
- Assist in daily merchandise replenishments
- Maintain high standards of a clean and neat sales floor, cash wrap, fitting rooms, and an organized stockroom
- Maintain a superior customer experience and provide excellent customer service to every customer
- Communicate with the Store Manager & Assistant Manager on any customer requests/concerns
- Partner with the Store Manager and Assistant Store Manager to ensure protection of all company assets
- Ensure that all E-commerce orders are filled and processed in a timely manner per company standards (as needed)
- Develop a working knowledge of collegiate sports and local university activities
- Assist the management staff on creating social media content

Qualifications:

- Must be 18 years or older
- Previous retail experience is preferred

- Must be able to work a schedule based upon the business needs – including holidays, nights, and weekends
- Strong verbal and communication skills

Note: This job description does not contain an all-encompassing list of duties or responsibilities that are required of the employee. Management has the exclusive right to alter this job description at any time.