JOB DESCRIPTION

| **TITLE** | KEYHOLDER | | |
| --- | --- | --- | --- |
| **Reports To** | [Insert Title] | | |

**Job Purpose**

The Keyholder is responsible for keeping the establishment clean and organized, helping cashiers during busy times, and managing the alarm system. This role is the first person at the store and the last one to leave. In the absence of management, this position opens and closes the store.

The successful Keyholder is a good manager with a high level of conscientiousness and responsibility. This person has excellent communication and people skills.

**Duties and Responsibilities**

Overall Responsibilities:

* Arriving early to open the store and begin day preparations
* Departing late to close the store
* Contributing to customer service
* Ensuring the store is clean and well-arranged
* Controlling the alarm system, such as arming and disarming it
* Verifying that the security system is operational
* Assisting cashiers during peak customer volumes
* Supervising the cleaning and delivery personnel outside of normal business hours
* Identifying issues with working conditions and informing management of them
* Taking on managerial responsibilities in the absence of management
* Providing assistance and training to new employees
* Performing other related duties

**Qualifications**

* X years of experience as a keyholder or any related position in retail
* High school diploma or GED
* Basic computer literacy
* Experience using POS is a plus

**Core Competencies**

* Excellent communication skills
* Excellent interpersonal skills.
* Diligence and a strong sense of responsibility
* Exceptional attention to detail
* Excellent organizational skills

**Working Conditions**

* May require standing for long periods
* Early arrival and late departure from work
* Overtime and hours outside of typical working schedule may be required