



## **Keyholder**

Ensure a first-class customer experience, facilitate employee development and oversee the efficient and profitable day-to-day operations of City Running stores.

\*\*\* All responsibilities outlined in the Sales Associate job description apply to Keyholders, in addition to the following.\*\*\*

### **Responsibilities:**

- Responsible for overall cleanliness and appearance of stores (including backroom, bathroom, main store, store front and sidewalk).
- Responsible for other operational duties as needed based on day-to-day needs.
- Visual scan of store (both retail area and back room) at end of day or end of shift, generally making sure the store is clean and ready for the next day.
- Reporting any harassment issues to ownership immediately.
- Efficiently execute tasks in order to maximize your time with our customers.
- Continually challenge yourself to come up with ideas that make the store better.
- Ability to open and close stores.
- Process special orders – confirm item is available, update special order spreadsheet, add SKU (when applicable) and take payment.
- Accurately process returns and exchanges.
- As issues arise, provide description of problems and possible solutions to management.
- This position reports directly to Director of Retail