**JOB DESCRIPTION**

**Service Desk Keyholder**

**Summary**

Along with Service Desk Associate responsibilities, Keyholders are committed to achieving Home Hardware’s service standards, and maximizing sales and gross margin while providing the customers with the best shopping experience possible. Keyholders are responsible for providing effective day to day management, task delegation and follow up, and leadership on the sales floor and is continually interacting with customers and employees.

**Core Competencies**

* Minimum of 2 years of work experience in retail;
* High sense of urgency and drive; able to set priorities and deliver results within deadlines;
* Positive attitude and proven ability to lead the team in a culture of sales and service;
* Ability to take full control of their responsibilities and initiate and execute;
* Customer service experience is an asset;
* Ability to motivate, train, and coach others to a higher level of success and accountability;
* Flexible availability based on store needs (includes evenings and weekends);
* Proficient computer skills and basic math skills;
* Basic understanding of finance;
* High energy level that is demonstrated on the sales floor while monitoring and providing direction and leadership for others;
* Exemplary listening, communication and interpersonal skills;
* Alignment with the culture and values of Home Hardware.

**Job Responsibilities**

* **Sales:**
  + Clearly outlines and communicates retail objectives and expectations to all team members daily;
  + Motivates and influences sales performance with positive feedback and recognition;
  + Leads by example and initiates contact with every customer. Guides customers to departments and provides products and services.
* **Service:**
  + Encourages store team to provide excellent customer service to all Home Hardware customers ensuring that they have a unique and consistent customer experience;
  + Ensures maintenance of Home Hardware’s customer service standards – 10 Non-Negotiable Store Standards;
  + Addresses holes with department heads and delegates cycle counts;
  + Resolves customer complaints and objections including investigating, interpreting policy, and taking the appropriate action to ensure customer satisfaction.
* **Training and Development – Staff Development and Coaching:**
  + Provides opportunity for training, including vendor demos, and follows up on Home Hardware training programs;
  + Ensures team members are fully trained on sales and service techniques, as well as the Point of Sale system;
* **Store Operations and Recruitment:**
  + Delegates tasks, initiatives, and follows up to ensure completion;
  + Promotes a positive culture of sales and service through effective communication;
  + Communicates store priorities to department heads and floor staff, and plans for implementation and action; follows up as necessary;
  + Reports back to the Store Manager on team and individual execution, identifying any strong or weak areas requiring attention;
  + Ensures the store is properly and securely opened or closed for business;
  + Works with Management on hiring and recruitment needs.
* Other related responsibilities as directed by supervisor

This position reports to the **General Manager and Assistant Store Manager.**

*\*\*We are committed to a diverse and inclusive workplace for all. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment and selection process.\*\**