JOB TITLE: 3<sup>rd</sup> Key Holder

**LOCATION:** Field

#### POSITION DESCRIPTION:

Deliver positive sales performance and ensure the needs of the customer are fulfilled. Assist in the successful implementation of all Company's objectives and plans while completing daily operational activities.

## ORGANIZATIONAL STRUCTURE:

- Report to the Store Manager
- Provides management and oversight to Sales Associates

### **RESPONSIBILITIES:**

# Drive Sales and a Superior Customer Experience

- Assist in the achievement of performance targets (e.g. ADS, UPTs, SPLH) through promotion of sales and customer service programs
- Demonstrate product knowledge and fashion awareness in day to day interactions with customers and store associates
- Implement In Store Presentation directives per Company policy and timelines, incorporating appropriate product flows and adjacencies based on individual store layout
- Perform ear piercing procedures that are in compliance with Company and legal guidelines.
- Represent the Claire's/Icing brand through professional behavior, fashion awareness and positive customer relations

### Demonstrate Leadership

- Assist the Store Manager in creating a positive store environment by serving as a role model, fostering teamwork, recognition and effective communication
- While manager on duty, effectively handle critical situations that occur within the store

## Manage the Business

- Complete operational activities in compliance with Company policies and procedures
- Assist in the management of controllable expenses (e.g. payroll, supplies, utilities)
- Complete all required paperwork and banking procedures accurately
- Comply with all loss prevention practices to safeguard store and Company investments
- Assist in the management of store inventory (e.g. process shipment, markdowns, store recovery, stock replenishment, back room organization) to ensure store is always in business ready condition

- Perform the day to day operations (e.g. opening/closing procedures, housekeeping) while at times being the only associate in the store
- Maintain a safe store environment
- Other duties as assigned

### **QUALIFICATIONS:**

- Some high school required
- Minimum 1 year retail experience
- Excellent verbal/written communication and organizational skills
- Sound understanding of mathematics and strong reading comprehension skills
- Ability to stand during scheduled shifts
- Ability to maneuver up to 25 lbs regularly and up to 75 lbs occasionally
- Bending, stooping, extended reaching, climbing ladders and step stools while placing merchandise throughout the store and assisting customers
- Ability to operate POS system