

Position Description

Keyholder

N+H

As a Keyholder, you will play a crucial role in driving store sales and KPIs by delivering exceptional customer experiences. Working closely with the Store Management team, you will take on operational and administrative duties, supporting with the smooth running of the store. In the absence of the Store Manager, you will be entrusted with additional leadership responsibilities contributing to the overall success of the team.

Reports to: Store Manager

Department: Retail Stores

Direct reports: None

Indirect reports: Sales Assistants

Key people you'll work with

- Store Manager & Assistant Manager
- Sales Assistants/Keyholders
- Customers
- Regional Manager

What you'll bring with you

- At least one years experience in a retail or other customer facing environment
- Supervisory experience of at least one year is preferable
- The ability to motivate and supervise a team
- Experience working to KPIs
- A good understanding of using a computer
- Great verbal communication

How you'll show up

- Takes ownership of all actions
- Sales and service focussed
- Acts with integrity – is honest and trustworthy
- Has excellent organisational and prioritising abilities
- Consistently strives to be a top performer
- Be a team player
- Behave in line with our values
- Follow all internal policies and procedures

How you will contribute to the business

Service & Sales

- Do your part to help achieve store targets and individual key performance indicators (KPIs)
- Serve customers in line with our internal customer service principals and drive this principal with the team
- Process transactions efficiently and accurately on the till as per our internal mode of sale
- Supporting the leadership team with new initiatives
- Process refunds and exchanges in line with our internal policies and procedures.
- Resolve customer complaints effectively and efficiently

People Leadership & Team Engagement

- Support the Store Manager in recruiting and onboarding new team members
- Promote and contribute to a positive, engaged and passionate team through positive interactions with the team
- Addressing concerns with team members or escalating to the Store Manager where required
- Support your team and recognise their contributions through the recognition and rewards program
- Maintain a supportive and respectful team environment

Operational Cover

- Oversee store operations in the absence of the store manager, by completing and delegating daily tasks, and handling customer or team queries
- Opening and closing the store on time as required
- Support the Store Manager to allocate tasks to the team and provide clear direction to them to achieve what is required in line with the operating rhythm

Product Merchandising

- Collaborate with the leadership team to execute marketing initiatives and maintain merchandising standards
- Ensure great store cleanliness and presentation, which is in line with the Retail Store Standards (RSS) guide

Stock Management

- Manage the stockroom effectively, ensuring timely and accurate stock processing
- Storing products correctly and safely in the stockroom to minimise product loss and maintain safety standards
- Receipting of stock and ensuring timely and accurate stock processing minimizing product loss

Training & Development:

- Complete all assigned training as required to fulfil your role
- Assist the Store Manager in training and coaching new team members

Health & Safety:

- Maintain a safe work environment by following internal safety policies and procedures
- Proactively promote safety and wellness within the team and workplace
- Ensuring all health and safety reporting is completed in a timeley manner

Outcomes you are responsible for

Service & Sales

- Achieving individual KPIs
- Demonstrating customer service principles with all customers
- Ensuring the till remains balanced through accurate processing of transactions
- Acting in a way that minimises customer complaints and handling them efficiently
- Following all internal policies and procedures

People Leadership & Team Engagement

- Informing the Store Manager of any performance or behaviour concerns
- Creating a positive culture which rewards and recognises great performance
- Ensuring the team completes what is required to support successful store operations
- Promoting a supportive environment using rewards and recognition program
- Supervising the team respectfully in line with our values

Operational Cover

- Managing store operations according to the Store Managers directions, and the store operating rhythm

Product Merchandising

- Executing marketing initiatives accurately
- Following all RSS guidelines
- Understanding upcoming promotions and initiatives to support with any preparation required to achieve them

Stock Management

- Receipting all stock into the system accurately
- Maximising the amount of stock on the shop floor
- Processing stock safely, efficiently and accurately on a daily basis
- Maintaining a safe and efficient stock room to minimise stock damage or loss

Training & Development:

- Completing all learning modules on time that are required for you and your role
- Supporting the Store Manager to onboard new team members positively and correctly
- Coaching and mentoring the team positively

Health & Safety

- Actively contributing to a safe work environment by identifying and reporting hazards and accidents promptly

Our Values

New Zealand's Leading
Footwear Retailer

CREATING EXPERIENCES AND STYLE THAT MAKES US ALL SMILE

CUSTOMER FOCUSED



CUSTOMER CENTRIC

- Over 190 years leadership and more to give
- Superb product knowledge
Presenting our product with pride
Treating our customers as valued guests
- Engaged, meeting and exceeding expectations
- Attentively seeking insight into trends and fashion



THRIVING TOGETHER

- A thriving business in which our people are thriving
- Balanced scorecard, results focused
- Engaged teams, no silos
- Leaders in technology and innovation
- Wellness and Safety
- Driving customer metrics and satisfaction
- Encouraging personal development and growth



PASSIONATE PEOPLE

- With integrity in every step
- Genuinely focused on doing the right thing right
Embracing change
Future focused and positive
Doing what we say we will
- Excited about our product and bringing customers with us as style and fashion evolves



ONE TEAM

- Together everyone achieves more
- Communicating clearly
- Respectful and trustworthy
Bringing the fun
- Infectious enthusiasm
- Reliant and dependent on each other,
we do our best to support each other