

**Livingstone Outdoor** operates as a full-service retail store offering equipment and supplies to fulfill any outdoor project needs. As an affiliate of Livingstone Landscaping Ltd., we pride ourselves in our exceptional customer service and outstanding team of employees. We offer a rewarding, friendly environment with great health benefits and competitive wages.

**Job Title:** Key Holder

**Position Type:** Part Time

**Reports to:** Store Manager or Team Lead

**Purpose:** The Key Holder role is highly important in ensuring the store is clean and organized at all times while assisting sales associates in periods of high customer volume. You are also responsible in rotating opening and closing procedures of the store to ensure accurate set up and shut down every day. You will act as a liaison between sales associates, team leads and the store manager to ensure effective operations or all departments.

### **Responsibilities**

- Perform all opening and/or closing procedures of all departments
- Balance Till/POS at beginning and end of each day
- Assist sales associates in delivering excellent customer service at all times
- Ensure all areas in all departments are clean and organized
- Managing alarm system, including setting, disarming and troubleshooting when needed
- Assist with Till/POS operations when needed
- Perform product demonstrations to customers
- Assuming managerial responsibilities in the event of management absences (Store Manager and Team Lead)
- Responding to phone calls and in-house radio calls
- Assist Store Manager and/or Team Lead on extra assignments
- Other duties as assigned

### **Qualification & Experience Requirements**

- Completion of grade 12 or equivalent
- Possess a valid class 5 driver's license
- Excellent computer and phone skills (POS Systems, etc.)
- Minimum 1 years+ sales experience in a retail store environment
- Experience handling/balancing till/POS & handling alarm systems

### **Core Competencies:**

- Excellent interpersonal skills
- Good verbal and written communication
- Attention to detail
- Excellent organization and problem solving skills
- Flexibility to work various shifts
- Ability to take direction and work well with a team