

Sales Keyholder
Title of Position

Retail
Department

Sr Assistant Store Manager
Title of Supervisor

All Locations
Location

PRIMARY OBJECTIVE OF POSITION:

To assist retail store management with daily store operational functions and sales activities to ensure positive store results and growth. To receive entry level training in order to gain experience in store operations and develop skills for future advancement.

MAJOR AREAS OF ACCOUNTABILITY:

1. Opens and closes the store as scheduled by store management and according to the Company's approved processes and procedures.
2. Leads assigned retail operating functions and staff in capacity as part of Manager on Duty (MOD) program.
3. Performs money handling functions according to established procedures and Store Operating Platforms (SOPs). Works with Store Management to investigate discrepancies with Loss Prevention (LP) and takes corrective action when necessary.
4. Effectively handles customer concerns and escalated questions within the guidelines established by the Company in the absence of store management. Seeks guidance from Store Management when needed for additional input.
5. Fulfills all existing requirements associated with the primary position and job description of sales representative. Key holder responsibilities comprise 10-25% of and take precedence when assigned.
6. Assists all customers or potential customers in a professional, courteous, reliable, attentive, honest and responsive manner by identifying customer needs and providing knowledgeable assistance to help customers select the correct product(s) to serve their needs.
7. Helps maintain a neat and orderly sales environment, including merchandise planograms, product displays and work areas by down stocking, facing and fronting all merchandise in their assigned areas according to Company merchandising standards.
8. Maintains a working knowledge of Northern Tool + Equipment Retail Standard Operating Procedures (SOP's).
9. Protects the store against theft, shrink loss or other suspicious activity by following all LP policies as outlined in the Standard Operating Procedures (SOP's) including product returns and back door security procedures.
10. Participates in all non-commissionable events deemed necessary by the Company such as physical inventories, sales meetings, trade shows and special sales.
11. Keeps supervisor informed of important information developments, potential problems, and related information necessary for effective management. Coordinates and communicates plans and activities with others, as appropriate, to ensure a coordinated work effort and team approach.
12. Performs related work as apparent or assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school education or equivalent.
- At least 6 months of related retail sales experience.
- Strong customer service and problem solving skills.
- Willingness and the ability to learn leadership skills including employee coaching.
- Desire to actively manage own individual development by taking training opportunities in order to grow within role and to be considered for management openings as they become available.
- Ability to communicate effectively, both orally and in writing, with a wide variety of customers, Company personnel, and others.
- Ability to operate and use a Personal Computer (PC).
- Ability to maintain a working knowledge of the company's intranet including related Store Operating Platforms (SOPs).
- Ability to communicate effectively, both orally and in writing, with a wide variety of customers, Company personnel, and others.
- Ability to work a schedule that maintains effective store operations.
- High mechanical aptitude including having knowledge of light industrial products, hydraulics, etc preferred.
- Possesses desire to advance into management role.
- Demonstrates Northern Tool + Equipment's 12 Core Competencies.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently required to use hands to handle objects; and talk or hear.
- Ability to lift up to 70 pounds.
- Frequent bending, twisting, stooping, reaching and lifting.
- Required to stand on cement floor for long periods of time.
- Specific vision abilities required include close vision and the ability to adjust focus.

SUPERVISION OF OTHERS:

None

APPROVAL:



This document is intended to describe the general nature and level of work being performed by people assigned to this position. It is not intended to be an entire list of all activities, tasks and skills required of people in the position.

SALARY GRADE: RT 5