



Keyholder Job Description

Company Overview:

Founded in 2004, Brixton is the collaboration of three friends who wanted to convey their lifestyle through unique products. Based in Oceanside, CA, Brixton manufactures a full line of apparel, headwear and accessories and is distributed in over 30 countries. The clean, classic design of the Brixton collection has a modern, yet timeless feel and each piece is constructed with the commitment to bringing customers quality product they will want to hold onto forever.

For more information on Brixton visit www.brixton.com.

We have an exciting opportunity to manage and grow our Brixton Retail Store opening soon at:

672 S. Coast Highway, Encinitas, CA 92024

Summary:

We are seeking an exceptional, service-minded, key holder who will be responsible for delivering an exceptional Brixton brand experience, building, and maintaining customer relationships while leading the retail sales team, and achieving store sales goals.

Responsibilities

Customer Service:

- Creating an environment that maintains a 100% customer focus
- Exemplifies an optimistic and energetic presence through team collaboration while building strong relationships with customers to maximize customer loyalty
- Maintains a compelling store experience for customers by engaging and modeling appropriate customer service behaviors
- Directs and models selling behaviors to build customer relationships and brand loyalty
- Leads an efficient and satisfying cash- wrap experience
- Models and supports use of store tools and system to nurture customer relationships
- Deliver results and contribute to the store's success. Awareness of and accountable to store and individual goals

Operational Excellence:

- Holds key to the store, offering them the ability to open and close store
- Responsible for accurate of sales figures and performs cash operational functions such as bank deposits and daily cash reconciliation
- Ensures housekeeping duties are completed to maintain a neat, clean, and professional store environment
- Demonstrates superior knowledge and oversees use of all Company systems in- store
- Manages and protects the assets of the store through implementation and close monitoring of loss prevention practices

Product Expert:

- Performs store visual standards following visual merchandising direction and accomplishes superior product presentation
- Ensure store is consistently recovered, customer ready and meeting brand standards on the sales floor

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- Executes reductions, price changes, clearance, and transfers
- Responsible for merchandise processing and replenishment on sales floor
- Ensures team is trained on the appropriate fitting techniques and accurately executing fittings
- Generates pride and loyalty in the product and store

Qualifications:

- High school diploma or general education degree (GED) preferred
- Experience in Apparel retail industry required
- Have ability and flexibility to work nights, weekends, and store openings and closings, holidays due to store needs
- Energetic, positive, and a passion in Brixton
- Have strong communication, influencing and time management skills
- Ability to use a POS system – Shopify and Stocky
- Proven ability to provide a superior customer experience and drive customer loyalty
- Proven ability to assess talent and manage performance

Benefits:

Brixton provides a competitive salary, a full range of outstanding benefits, and a great working environment. Some of those benefits include but are not limited to:

- Medical and Dental Insurance
- Vision Plan
- 401K
- Life Insurance

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