

VOLUSPA Key Holder

COMPANY PROFILE:

Founded in 1999, Voluspa is a leading luxury home fragrance company. Voluspa manufactures & distributes its products worldwide, including scented candles, room diffusers, and related fragrance products.

ROLE MISSION:

Aid in the successful management of Voluspa Retail Store, reinforcing Voluspa's world-class luxury customer experience. The Key Holder leads a team of associates to ensure operational tasks and procedures are successful as well as opening and closing routines are completed, all while keeping the customer at the center of everything we do.

KEY ACCOUNTABILITIES:

- Perform and oversee daily procedures.
- Monitor and support retail staff; assign daily duties.
- Provide customer – focused service; welcome customers to the store and assist them with requests.
- Collaborate with store management to organize marketing and promotional campaigns and to coordinate staff schedules and events.
- Support store management in the training of all staff members in selling the VOLUSPA way including in-depth product knowledge.
- Motivate and inspire team members to represent the VOLUSPA mission at the highest level.
- Ensure all staff members at VOLUSPA adhere to policies and procedures.
- Support store management in the execution of floor sets and merchandising displays.
- Set a standard of excellence by contributing to store sales goals and the team selling environment.
- Facilitate in maintaining the highest level of visual merchandising and housekeeping standards for the Store.
- Act as a liaison for management team in the event of management absentees.
- Collaborating with the store management to prepare, implement, execute scheduled inventory.
- Ensure proper procedures are being met in regards to cash and credit card processing.
- Perform all other duties as assigned.

EDUCATION:

- High School Diploma required.

JOB REQUIREMENTS:

- A minimum of 2 years of experience selling in a branded luxury retail environment.
- Highly resourceful, flexible, and ability to solve problems in a timely manner.
- Exceptional communication and interpersonal skills; friendly and approachable.
- Proficient computer skills.
- Well-developed organizing training, and analytical skills.
- Maintain a well-groomed and professional demeanor.
- Must have the ability to work a flexible schedule including evenings, weekends, and holidays.
- Must be able to work on your feet all day.
- Lift up to 15 lbs. on a regular basis.

SALARY:

- Depends on experience.

BENEFITS:

- Medical, Dental/Ortho, Vision Insurance
- Term Life Insurance
- 401k with matching incentives
- Paid Holidays and Accrued PTO
- Tuition Reimbursement
- Employee Discounts
- Eligibility for Monthly Sales Bonus

Benefits are based on employee classification