

Description of Position: Keyholder

Supervises: Sales Associates

Date: September 2016

OVERVIEW: ROLES & RESPONSIBILITIES

The Part Time Sales Keyholder creates a highly engaging environment for associates and Clients. He/she believes in the company's vision that all women deserve great fashion and that Lane Bryant is the place for Her to feel comfortable and cared for.

Keyholders are required to:

- **SERVICE**
 - Partners with store leadership team to identify business opportunities and defines appropriate actions to drive results.
 - Communicates and drives store goals and KPIs daily to meet segment goals and business objectives using strong selling behaviors.
 - Creates an elevated Client Experience by reinforcing service initiatives with the store team and follows up on execution.
 - Coaches associates to demonstrate Lane Bryant Client service behaviors to drive store performance.
 - Creates a culture focused on engagement, fit and fashion to provide our Client with the comfortable place she deserves.
 - Motivates team through celebrating and appreciating positive performance and service behaviors.
 - Coaches associates in the moment during segments to recognize and improve performance.

- **EXECUTION**
 - Ensures execution of daily operations, LP standards and visual standards.
 - Partners with store leadership team to review operational, LP and visual opportunities day- to- day and supports action plan for improvement.
 - Possesses the ability to plan and prioritize daily tasks and delegates appropriately.
 - Assesses schedules daily to maximize productivity and equalize payroll.
 - Shares daily communications with store team and follows up accordingly.

- **TALENT**
 - Reinforces talent initiatives with store team.
 - Supports store leadership in onboarding of new associates when needed.

QUALIFICATIONS

- High school diploma required. College degree preferred.
- 1- 3 years of specialty retail experience. Leadership preferred.
- Passion for fashion and our brand's purpose.
- Exceptional Client service and selling skills.
- Proven ability to drive and achieve sales results.
- Team player. Is cooperative and works well with others.
- Strong verbal and written communication skills.
- Flexible with scheduling and is available weekends, nights and holidays.

PHYSICAL REQUIREMENTS

- Ability to reach, push, pull, stand, squat and bend for up to four hours or longer as necessary.
- Ability to use common tools.
- Able to operate computerized register system.
- Must be able to meet store banking requirements and to respond to store alarm problems, as needed.
- Able to lift as much as 50 pounds.
- Able to climb an 8-foot ladder.