

# Dollar General Key Holder Job Description

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- Promote excellent customer service and selling culture; build enduring relationship with customers and exceed their expectations
- Create interactive customer focused service and selling environment
- Maintain accurate knowledge of products, merchandising standards, and other areas of customer service
- Develop strong knowledge and understanding of product categories, their features and benefits
- Achieve and maintain measurable goals, such as units per transaction (UPT), sales per hour (SPH), average dollar per transaction (ADT), email capture rates, and customer capture rates
- Stay informed of current advertisements and merchandising promotions
- Collaborate with the assistant store manager and store manager to find ways of improving metrics
- Collaborate with the leadership team of the store to gain knowledge and understanding of all management reports and processes
- Provide assistance in merchandising, floor moves, and display maintenance
- Perform store housekeeping functions and assist in setting up sales
- Provide assistance in processing merchandise for customers and refilling them in the store
- Take part in receiving and checking floor stock
- Complete all sales transactions correctly and efficiently and ensure cash and media accountabilities are properly maintained at POS registers
- Perform opening and closing procedures following Dollar General set standards; and ensure Company's policy and procedures regarding time and attendance are adhered to
- Perform other duties the management may assign.