



KEYHOLDER / SUPERVISOR – SCARBOROUGH LOCATION

Status: Part Time / Full Time

Scarborough Store Location: 12 Trojan Gate

About Us:

At McCarthy Uniforms, we believe in the power of uniforms to create communities that work, learn, and play together. We believe that Uniforms are more than just 'apparel'. Instead, we deliver spirit, shared values, social harmony, savings, and safety to the communities we serve.

McCarthy Uniforms is Canada's leading school uniform and specialty apparel company. When you join McCarthy Uniforms, you join a people-first, values-based Team that holds each other accountable every day to living our core values. These values were built upon years of research and experience in learning what is most important to our Customers, our Team, and the Communities we serve.

About You:

McCarthy Uniforms is seeking a dynamic Keyholder/Supervisor to join our Scarborough Team.

In this role, you are passionate and enthusiastic about the power of uniforms and believe in the importance of community. You work collaboratively to empower the collective success of our Team and our Customers. You are not afraid to look beyond our walls to gain inspiration about how to be better. You embrace new ideas and innovation. You are empathetic and respect others and our environment, and work to be socially responsible in everything you do. You are knowledgeable and committed to supplying quality uniforms and dedicated to continuous learning.

You are an energetic, organized individual that can multi-task, meet deadlines, and thrive in a face paced team environment. You enjoy creating meaningful relationships with customers and your Team, and we want to hear from you!

What will you bring to our Team?

- 1 + years(s) of retail experience, preferably in apparel
- Excellent interpersonal, communication and problem-solving skills
- Exceptional leadership skills
- A passion for customer service and building meaningful relationships
- The ability to thrive in a team-orientated and fast paced environment
- Desire to embrace innovation and continuous learning
- Ability to work flexible shifts

With diversity at our core, McCarthy Uniforms is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

If you are interested in this position, please send your resume and cover letter to resumes@mccarthyuniforms.ca



Key Holder / Supervisor Job Description

Position: Key Holder/Supervisor

Reports To: Store Leader and/or Assistant Store Leader

Job Objective: Assist the Store Leadership Team in overseeing the smooth operations and coordination of the store while providing excellent customer service

Experience, Skills, and Abilities

- 1 + years(s) of retail experience, preferably in apparel
- Excellent interpersonal, communication and problem-solving skills
- Exceptional leadership skills
- A passion for customer service and building meaningful relationships
- The ability to thrive in a team-orientated and fast paced environment
- Desire to embrace innovation and continuous learning
- Ability to work flexible shifts

Key Responsibilities

- Effectively communicate with Leadership Team and act as a liaison between Staff and Store Leadership
- Coaching and training Staff and providing feedback for employee evaluations
- Acting as a role model for other employees by:
 - Arriving on time for scheduled shifts
 - Complying with and adhering to all Company policies
 - Working effectively with others by maintaining positive, team-oriented relations with all McCarthy Staff and communicating effectively with others
- Providing excellent customer service by:
 - Greeting within the set standard
 - Being friendly, sincere, and knowledgeable in all customer relations
 - Demonstrating thorough product knowledge and garment care instructions
 - Being aware of all services offered by McCarthy Uniforms (Online Ordering, Click and Collect, Phone Orders, Delivery Methods, Payment Methods, Return/Exchange Policies)
 - Possessing a familiarity with each school uniform policy
 - Dealing professionally and efficiently with customer concerns and complaints
- Possessing a thorough working knowledge of the McCarthy Uniforms Cash Register System
- Opening and closing the store
- Monitoring cash float and daily balancing paperwork
- Carrying out other duties that may be assigned