



O‘AHU OPERATIONS ASSISTANT & SALES ASSOCIATE

Full-time | 30-40hrs/week

Must be available Wednesday to Monday, 9a-6p

Honolulu, Hawai‘i

Compensation: \$15 - \$17 hourly (Terms to be discussed in interview)

Posted: MAY 2023

Kealopiko | Company Culture

Kealopiko's mission is to raise awareness of things authentically Hawaiian through the medium of fashion. We tell the stories of our ancestors and unique islands through design and language. The desire to do this comes from our shared interest, as founders, in mālama ‘āina (caring for the land, sea and all therein) and mālama kanaka (working toward the wellness of our people). We want to work with others who feel passionate about these things.

General Summary

The O‘ahu Operations Assistant and Sales Associate will work with Kealopiko Inc. staff in reaching its goals and objectives, specifically through working in the daily operations of the O‘ahu Office (Paiko) and the Kealopiko Shop (Lē‘ahi) as needed. This is a flexible position that will require openness and a willingness to learn and carry out a wide range of responsibilities and tasks for both places, including:

Paiko Operations: Helping with daily operational needs of the company and communication with Kealopiko staff on O‘ahu (brick and mortar store in Waikīkī & Oahu office/distribution center at Paiko).

For the Paiko office, duties include:

- Fulfill tasks delegated by the O‘ahu Operations Manager.
- Receive and inspect all products (knitwear and ALL Aloha garments) for damages before placing them into active inventory
- Help to manage product inventory for all sales channels (wholesale, retail-online, retail-store, and events/pop-ups)
- Assure that stock stays organized on shelves and the stock room stays clean

- Process and fill orders from the Kealopiko website and assist with customer email inquiries related to orders and product exchanges

The Kealopiko Shop (TKS): The sales associate part of the position will require you to provide excellent customer service, meet sales goals, and work effectively with the store managers, the O‘ahu Operations Manager, owners and other employees.

Shop associated duties include:

- Help to organize TKS inventory at the Paiko Workshop.
- Assist Store Manager with refilling, stocking and packing store inventory, which involves shuttling stock between Paiko and TKS
- Assist with any special events at TKS, especially pop-ups

Shop employees must:

- Greet and treat customers with aloha at all times
- Provide a Kealopiko value-aligned experience
- Ensure high levels of customer satisfaction through excellent service
- Demonstrate and share knowledge of our brand and products
- Help customers to locate merchandise, select the correct size in all body styles, retrieve other sizes for them, and help them to feel comfortable and supported in their shopping experience and in the Kealopiko store environment
- Cross sell products (example: suggest accessories to go with clothing or complimentary products)
- Remain knowledgeable as new products release and discuss available options
- Team up with co-workers to ensure proper customer service
- Fulfill any and all jobs the store managers assigns or requests help with

Physical Requirements:

- Must be able to sit and stand for extended periods of time
- Must be able to lift at least 50lbs
- Must be able to look at a computer screen for extended periods of time
- Ability to maintain a composed and professional demeanor within a flexible and (at times noisy) work environment.
- Must be able to travel for certain job tasks utilizing various transportation methods.

Minimum Job Requirements:

- Kindness, thoughtfulness and Aloha.
- Working knowledge of personal computers (preferably Mac) with experience in the use of Gmail, Drive, Google Sheets, Word and Excel.
- Comfortable with team-based work structure; ability to demonstrate flexibility on the job.
- Demonstrates initiative, is conscientious and provides complete follow-through on all areas of responsibility.
- Understanding of and participation in the cultural values that the Company is founded upon.

- ❑ Valid State of Hawaii Driver's license, clean insurance record and access to a vehicle in good standing.

Employee Conduct

Kealopiko operates on the foundational principle that business runs best when we treat each other with aloha and respect. Therefore, it is the responsibility of every employee to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers and vendors. This ties directly into the core values of our company, which can be found in the Company Culture section of our Employee Handbook.

Terms

The employee is responsible for tracking the hours worked and submitting them to the Kealopiko Accountant by the 15th and 30th-31st of every month. Payment will occur typically 3-5 days after the pay period ends, typically on the 4th and 18th of every month. A performance evaluation will occur 90 days after employees start date, after the probationary period is complete. At this point, Kealopiko has the option to terminate the employee if satisfactory standards are not met during the probationary period. Otherwise, a performance evaluation will be conducted after the first 6 months and then annually thereafter. If the employee or Kealopiko would like to terminate the agreement a two-week notice is required.

Benefits: Vacation & Ola Kino Leave

Full time employees:

Once the 3 month probation period has ended, for each pay period, all full time employees accumulate 7 hours of paid vacation and 7 hours of paid Ola Kino leave (this type of leave includes pregnancy, sickness, bereavement, mental health, etc.). Vacation accumulates over the year from September 1st through August 30th of the next year. At the one year performance evaluation, employees who show exemplary commitment and dependability may be offered retirement benefits. This includes a 401-K plan with a 4% match by Kealopiko of the employee's chosen contribution.

Kealopiko also offers our clothing to employees at a discounted rate.

Submit

Please submit your current resume (CV) and 3 references to Kealopiko via email (kealopiko@kealopiko.com) Attention: Oahu Office Director by May 20, 2023.

Applications will be processed quickly and followed with interviews. The desired start date is June 1, 2023.