



RETAIL SALES ASSOCIATE & WORKSHOP ASSISTANT

Hours: 15-20 hours per week (part-time); must be able to work Saturdays and Sundays

Location: The Kealopiko Shop & Workspace (Lē'ahi)

Compensation: \$14-\$15/hour, depending on experience

Posted: 04/24/2024

Closing Date: 05/08/2024

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.

Job Brief

Kealopiko is looking for an enthusiastic and people-savvy individual to handle sales associate job duties in the Kealopiko store and to assist the O'ahu operations manager with stock handling and customer orders and inquiries. The successful retail sales associate will provide excellent customer service, meet sales goals, and work effectively with the store managers, O'ahu operations manager, owners and other employees. S/he will also help to maintain organization and efficient handling of products at our workspace. Those with passion in some area of Hawaiian natural or cultural knowledge and the desire to share that with customers will best fit this position.

Store Responsibilities:

- 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 products that complement one another)
- Remain knowledgeable as new products release and discuss available options
- Team up with co-workers to ensure proper customer service
- Replenish stock and maintain displays and other store areas (only merchandiser, manager, and owners *set up* product placement and displays)
- Fulfill any and all jobs the store managers assigns or requests help with

O’ahu Workspace Responsibilities:

- Assist the O’ahu operations manager with any and all duties needed including processing stock and checking for damages, sorting product for sales channels, and packing for events.

Physical Requirements:

- Must be able to sit and stand for extended periods of time
- Must be able to lift at least 50 pounds
- 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
- ❑ Mandatory paid staff retreat- being off island or away from your 'ohana for 2-3 nights
- ❑ Possibility of traveling to Hilo for Merrie Monarch, working popup special events

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 5th and 20th 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.

Submit

Please submit your current resume (CV) and 3 references to Kealopiko via email (kealopiko@kealopiko.com) Attention: Retail Sales Assistant & Workshop Assistant by May 8, 2024.

Applications will be processed quickly and followed with interviews. The desired start date is May 22, 2024. Questions? Please send them to kealopiko@kealopiko.com