

# 605 Running Company

## Job Description: Key Holder

Job Description: As a Key Holder or Customer Service Representative, you will be responsible for providing exceptional customer service to our clients looking to purchase products for running, walking and fitness. You will assist customers with product, professionally fit customers for shoes and gear, resolve any issues or complaints, and promote our various offerings, including 605 Private Coaching, 605 Event Management and 605 Running Events. Your ability to communicate effectively, empathize with customers, and demonstrate problem-solving skills will be key to maintaining high customer satisfaction.

## Responsibilities and Duties:

- Help fit customers with proper running footwear and apparel
- Build sustainable relationships with our customer base
- Generate sales leads
- Promote 605 Running Company, 605 Private Coaching, 605 Event Management and 605 Running Events
- Identify customer needs
- Answer incoming phone calls
- Handle customer complaints
- Perform opening and closing duties
- Create strong relationships with 605 Running Company vendors
- Assist in receiving and stocking inventory
- Go the extra mile to benefit our customers

## Qualifications and Skills:

- Eligible to work in South Dakota, USA
- Excellent communication and interpersonal skills
- Strong problem-solving abilities
- Passion for providing exceptional customer service
- Ability to work as part of a team
- Detail-oriented and organized
- Prior experience in a customer service role is a plus

Company Culture: At 605 Running Company, we foster a vibrant and inclusive work environment. We believe in taking the scary out of running and are dedicated to promoting a healthy and active lifestyle. We value transparency, reliability, and fun, and encourage teamwork and creativity. We offer competitive compensation, employee discounts, and opportunities for professional growth within the running industry.