



Title: Authorize promotion of Liquor Store Clerks to Liquor Store Keyholders

Report From: Andy Lyons, Delano Wine & Spirits Manager

Action Requested:	<input type="checkbox"/> Informational	<input checked="" type="checkbox"/> Motion	<input type="checkbox"/> Public Hearing
Form of Action:	<input type="checkbox"/> Resolution	<input type="checkbox"/> Ordinance	<input type="checkbox"/> Contract/Agreement
	<input type="checkbox"/> Other	<input type="checkbox"/> NA	

Summary Statement

Delano Wine and Spirits currently operates with one Keyholder, creating staffing challenges and limiting scheduling flexibility. Staff recommends adding two additional Keyholder positions to improve coverage for opening and closing the store. The positions were posted internally, and qualified internal candidates were interviewed and identified to support improved operational efficiency.

Recommended Action

1. Authorize promotion for Amy Wilson from Liquor Store Clerk to Liquor Store Keyholder
2. Authorize promotion for Katie Bosma from Liquor Store Clerk to Liquor Store Keyholder
3. [Click or tap here to enter text.](#)

Core Strategies

- | | |
|---|---|
| <input type="checkbox"/> Comprehensive Services to meet needs | <input type="checkbox"/> Engage and Informed Community |
| <input type="checkbox"/> Maintain financial sustainability | <input checked="" type="checkbox"/> High-Performing team of public servants |
| <input type="checkbox"/> Conscientious asset/infrastructure mgmt. | <input type="checkbox"/> Safe and healthy community |
| <input type="checkbox"/> Sustainable and planned growth | <input type="checkbox"/> Maintain and protect community strengths |
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Background

Delano Wine and Spirits is currently operating with a single Keyholder position, which places undue strain on staffing and limits operational flexibility. To ensure adequate coverage for opening and closing the store and to improve scheduling efficiency, staff recommends adding two additional Keyholder positions.

The position was posted internally and open to all staff. Two employees, Amy Wilson and Katie Bosma, expressed interest. Both candidates were interviewed and demonstrated the skills necessary to succeed in the Keyholder role. Their promotions would provide needed flexibility and help address current scheduling challenges.

Staff recommends the promotion of Amy Wilson and Katie Bosma to Liquor Store Keyholder positions.

Financial Consideration

Is there a financial consideration?

☒ No

☐ Yes

Financing Source:

☒ Budgeted

☐ Budget Modification

☐ New revenue source

☐ Use of revenues

☐ Other

Attachments:

☐ Liquor Store Keyholder Job Description

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Position / Title	Liquor Store Keyholder
Department	Finance
Immediate Supervisor	Liquor Store Manager
Classification	Part-Time Non-Exempt
State Job Match	135

Primary Objective

Under the direct supervision of the Liquor Store Manager, the Liquor Store Keyholder assists with the daily operations of the liquor store by providing leadership during assigned shifts, ensuring the safe and secure opening and closing of the facility, and maintaining compliance with all applicable laws, policies, and procedures. This position supports efficient store operations through staff oversight, customer service assistance, cash handling responsibilities, and problem resolution in the manager's absence, while promoting a professional, respectful, and customer-focused environment.

Essential Functions

A. Store Operations and Security

1. Open and close the liquor store in accordance with established policies and procedures, including securing doors, alarms, and safes.
2. Ensure compliance with all state and local liquor laws, age verification requirements, and internal control policies.
3. Maintain a safe, clean, and organized store environment, addressing operational issues as they arise.

B. Staff Oversight and Customer Service

1. Provide on-site leadership during assigned shifts, including directing daily work activities and assisting staff as needed.
2. Support high-quality customer service by responding to customer questions, resolving concerns, and modeling professional conduct.
3. Communicate operational updates or issues to the Liquor Store Manager in a timely and accurate manner.

C. Cash Handling and Inventory Support

1. Perform cash handling duties, including operating point-of-sale systems, balancing cash drawers, and preparing deposits.
2. Assist with inventory control activities such as receiving deliveries, stocking merchandise, and monitoring product levels.
3. Identify and report discrepancies, losses, or equipment issues to the Liquor Store Manager promptly.

D. Performs other duties as assigned

Required Knowledge, Skills, and Abilities

1. Ability to communicate effectively, both orally and in writing.
2. Ability to effectively interact with supervisors, employees, and City Council.
3. Ability to interact professionally and respectfully with individuals of all ages.
5. Ability to manage, complete projects, and meet deadlines.
6. Knowledge of Municipal Liquor Store practices and procedures including reporting and record keeping requirements.
7. Ability to work effectively as part of a team and support others as needed.
8. Knowledge of laws, rules, and regulations applicable to City Government.

Minimum Qualifications

1. The job requires a high school diploma or equivalent (G.E.D.).
2. Must be at least twenty-one (21) years of age.
3. Must possess the ability to operate a computerized point of sale system.
4. Flexible hours include nights and weekends.
5. Must be able to lift up to forty-five (45) pounds.
6. Must possess the ability to deal courteously with customers, judging age and condition of person before selling, and following policies set forth by Delano Wine & Spirits.