



Position Description

Position Title: Merchandise Specialist – Bikes

Date: November 2024

Location: Takapuna

Reports to: Head of Product

Who we are – Torpedo7

We've always been on the hunt for new ways to make the outdoors of New Zealand as accessible as possible while ensuring that everyone has the right gear for wherever their adventure takes them...

Over the years we've grown to be one of the most recognisable names for cross-category outdoor gear. We've evolved to a point where our extensive range can be found in our stores throughout the North and South islands not to mention we're online too, meaning we can now equip likeminded enthusiasts with the best clothing, footwear and equipment across all New Zealand 24/7. In 2009 we were proud to launch our own Torpedo7 branded range of gear, designed here in NZ to ensure the very best quality and designs at the best prices allowing all Kiwis to enjoy their epic outdoor playground no matter what their budget.

We know that the time spent outside is precious, so we want to help people squeeze the most out of that time. We are here to help our customers by equipping them with the best gear possible whatever their budget. We have the knowledge to help them get the most out of it and are approachable enough to share that knowledge. We live and breathe our gear, so we know personally you can trust it. So, when that swell hits, that powder falls, that ride is organised or the elements are simply calling, our customers will be there - and so will we.

Why you'll love this role

Our Torpedo7 brand lives and breathes outdoor sports and adventure, and we're passionate about helping our customers do the same. Because our people use our products themselves, we pride ourselves on being able to help customers choose exactly the right gear and seeing them out there too! We believe that immersing yourself in the great outdoors isn't just a pastime – it's a pathway to connecting with nature, with others, and with yourself.

The **Merchandise Specialist - Bikes** is the key conduit between our Store network (particularly Workshops) and suppliers for all things bikes. The role will focus solely on ensuring Stores including Bike Workshops receive stock at the right time so stock is available when it is needed (both in Store and for the Bike Workshops). The role will support all of our T7 Stores and day-to-day tasks will include processing of the Bike Workshop orders, chasing up on orders with suppliers and making sure POs are accurate and receipted on time. In delivering the responsibilities, this role will work closely with the Product & Planning, Store, Bike Workshop and Warehousing teams.





What you'll deliver in this role

- ❖ **Customer focus** – Ensure all activities carried out focus on delivering the ultimate experience for our customers.
- ❖ **Product knowledge** – maintain a thorough understanding of bike models, components, specifications, and accessories.
- ❖ **Collaboration & communication** - work closely with the Product, Store and Warehousing teams to align allocation plans with overall business objectives; understand product assortments and upcoming deliveries ensuring timely and accurate delivery of bike merchandise to stores.
- ❖ **Forecasting & planning** – participate in planning meetings to provide insights on future demand that will assist with the development of stock forecasts.
- ❖ **Stock accuracy** – maintain accurate tracking and management of inventory to avoid stock discrepancies; ensure that all details are correct when fulfilling orders; maintain accurate data so product information such as availability, pricing, and SKU numbers is kept current.
- ❖ **Bike range and stock management** – Support SKU creation and maintenance, loading and updating of POs/Store splits as required; support the team to identify and communicate any potential issues and opportunities including promotional and key availability.
- ❖ **Continuous improvement** - constantly review processes and systems to identify initiatives that enhance stock availability.
- ❖ **Other tasks** - Other tasks as and when required.

What you'll bring to the role

- ❖ **Customer centric mind-set** – A proven track record or mindset that ensures that all work carried out always has the customer front of mind.
- ❖ **Analytics & problem-solving** - Excelling in gathering and interpreting data, identifying trends, and making informed decisions.
- ❖ **Technical qualifications** – retail experience.
- ❖ **Relationship management** – Can effectively collaborate across a diverse range of stakeholders to foster teamwork. Being personable and skilled at building positive relationships.
- ❖ **Planning & organising** – Can effectively plan work to ensure objectives are met on time.
- ❖ **Adaptability & resilience** - You will demonstrate the ability to adjust to changing priorities, environments, demands and handling unforeseen challenges. Embracing new tasks or roles, and thriving in a dynamic work setting.
- ❖ **Self-starter** –Not afraid to seek assistance when necessary to learn showing initiative to manage tasks independently, and has a desire to contribute to results.
- ❖ **Travel** - Demonstrate flexibility to travel when required across our store network.

