



Position Description

Position Title: Assistant Store Manager **Date:** May 2024
Location: Torpedo7 - Store **Reports to:** Store Manager

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.

As our Assistant Store Manager, you will be part of our enthusiastic in-store sales team. Our mission is simple: **go above and beyond to delight our customers.** We're not about selling products we are about selling an experience and we do this by providing expert guidance and service that our customers trust and makes them want to return. As Assistant Store Manager, you'll be working alongside the Store Manager to drive operational excellence that enables the store to hit its targets whilst maintaining efficient store operations. In this role, you will assist the Store Manager to inspire and motivate the team, love engaging with customers and building meaningful connections, and sharing your passion for the gear we offer. It's all about delivering exceptional services while genuinely connecting with people.





What you'll deliver in this role

- ❖ **Inspirational leadership** – a style that is natural and collaborative and inspires people to bring their best self to work going above and beyond every day; fostering effective communication; supports the selection of new team members so they are of a consistently high calibre and are aligned to the Torpedo7 ways of working; a voice of reason amongst the team when necessary, including escalating issues so they are effectively.
- ❖ **Financial results**- working with the Store Manager, you'll play a key role in ensuring agreed targets are communicated; you will also constantly challenge the team on ways to increase the conversion rate of customer visits to actual sales.
- ❖ **Excellent customer experience**- alongside the Store Manager, you will also foster a culture that is all about the customer so our in-store team delivers an experience that is to a consistently high standard leaving our customers wanting to return again.
- ❖ **Store efficiency**- you will play a key role in working with the in-store team ensuring operational tasks are carried out accurately and efficiently and store standards are maintained to a consistently high standard.
- ❖ **Expert product knowledge**- you have a deep passion and knowledge of our products and technical specifications and actively coach and develop the teams knowledge so they are familiar and our customers benefit from this high value service and expert knowledge when they visit our store. Including facilitating in-store product knowledge sessions for new and existing products. Your passion for our products will be contagious.
- ❖ **Resilience & adaptability**: retail environments can be dynamic, with busy periods, unexpected situations, a huge variety of customers and changing priorities. Your leadership will support the team to be nimble and adaptable so they respond to these changes quickly and effectively.

What you'll bring to the role

- An emotional maturity, consistently role modelling professional and constructive behaviours.
- Previous experience in leading people and sound knowledge of store operations.
- A genuine passion for both the outdoors and love for our customers - this will be at the core of what you do.
- Is able to build rapport easily with a natural ability to the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- Excellent communication skills and the ability to handle customer inquiries, complaints, and feedback in a professional manner.
- Delivers legendary experiences to all customers by acting with a customer comes first attitude and connecting with customers / responding to their needs through clear and pleasant communication.
- Physical Stamina- Endurance and physical agility are key as the role encompasses prolonged standing, moderate lifting, and managing various tasks that keep the energy flowing throughout your shift.
- Ability to adapt quickly and effectively to changing working environments, tasks, or responsibilities within a fast-paced retail environment.
- Flexibility and resilience to work multiple shifts as and when required.



