



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; the selection of new team members is to a consistently high calibre and are aligned to the Torpedo7 ways of working; you will be a voice of reason and comfortable to make the right call even when it's a hard call.
- ❖ **Financial results**- working with the Regional Manager, you'll play a key role in ensuring store targets are set and communicated; you will also constantly challenge the team on ways to increase the conversion rate of customer visits to actual sales.
- ❖ **Excellent customer experience**- 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 to wanting to return again.
- ❖ **Store efficiency**- you will achieve high levels of productivity by ensuring store operations are carried out efficiently and accurately as per our standard operating processes; you will also work with your Regional Manager so that staffing and rosters reflect optimum operational performance.
- ❖ **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
- ❖ Experienced in running a retail store and leading an enthusiastic sales team
- ❖ A genuine passion for both the outdoors and love for our customers - this will be at the core of what you do.
- ❖ Can 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.

