

Position Description

Position Title:	Bike Mechanic	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 a member of our enthusiastic in-store team, your 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 our instore Bike Mechanic, you'll be our expert when it comes to all things bikes. You'll support our customers with bike assembly, bike set-up and tune-up along with repairs ensuring each bike is fit for purpose and safe for designated use. It's all about delivering exceptional services while genuinely connecting with people.



What you'll deliver in this role:

- **Excellent Customer Experience-** Ensuring exceptional customer experiences by connecting with customers, efficiently assisting to answer questions, executing precise transactions, and promptly resolving any inquiries or issues to guarantee an exceptional experience.
- **Store efficiency-** Accuracy in processing transactions, maintaining inventory records, and arranging work areas is important for ensuring the smooth operation of the store and providing a positive customer experience.
- **Collaboration-** Facilitating smooth operations during peak periods by fostering effective communication, teamwork, and mutual support among team members to enhance overall efficiency and productivity.
- **Team meetings-** Participating actively in scheduled team meetings convened by the manager to contribute insights, collaborate on improvements, and align with the team towards achieving operational goals and enhancing overall performance.
- **Technical expertise-** your technical expertise will ensure our customers bikes and bike gear is in tip top working order delivering them the ultimate bike experience (whatever that may be).
- **Adaptability-** Retail environments can be dynamic, with busy periods, unexpected situations, and changing priorities. Being able to adapt to these changes quickly and effectively is essential for success in this role.
- **Communication Skills-** Clear and effective communication with customers and colleagues is vital. Retail Assistants should be able to explain product details, answer questions, and provide recommendations in a friendly and informative manner.

What you'll bring to the role:

- Ideally you'll have proven experience in a bike workshop and/or a qualification in the bike industry.
- A genuine passion for both the outdoors, specifically when it comes to bikes and a 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.

