



# Position Description

**Position Title:** 3IC (3<sup>rd</sup> in charge)

**Date:** April 2025

**Location:** The Outlet - Stores

**Reports to:** Store Manager

## Who we are – The Outlet

Tahua Group Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. In April 2024, Tahua Group (our Parent Company) acquired Torpedo7, growing the retail arm of the business under Ngahuaia Group Ltd. Identifying a market opportunity and capitalizing on our increased retail footprint, in May 2025, Tahua launched an innovative value-focused brand called **'The Outlet'**.

As a dedicated high-quality, discounted-brand retailer, we are committed to offering **"Brands you trust at prices you can't resist."** With a clear purpose of **"Big Brands, Bigger Deals,"** we aim to cater specifically to price-conscious consumers seeking exceptional value and high-quality products. Strategically repurposing a number of well-established Torpedo7 stores in prime locations across New Zealand, we were born with an impressive scale of 10 retail stores and a strong online presence.

As we continue to grow and evolve, our commitment remains unwavering: providing Kiwis with the perfect blend of trusted brands and exceptional value.

## Why you'll love this role

As one of our enthusiastic in-store sales team, you'll love working in a fast-paced and dynamic environment where no two days are the same. You'll be an integral part of a supportive and collaborative team, helping customers find the perfect products while enjoying the thrill of discovering new deals and promotions. Utilising your passion for customer service, you will build meaningful connections with a diverse range of people and make a tangible impact on their shopping experience. With ongoing opportunities for growth and development, you'll love being part of an exciting retail journey that keeps you engaged and motivated every day.

As 3IC, in addition to Key Holder responsibilities, you will also have the responsibility of coaching & developing the team, as well as supporting the Store Manager and Assistant Store Manager to actively maintain store standards and achieving store targets and KPIs. It's all about contributing to the success of a high performing team, growing and supporting other in-store team members, and 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, showcasing products, assisting to answer their questions, carrying out prompt transactions, and prioritising customer queries so they are resolved.
- ❖ **Effective Coaching**- nurture a supportive environment that encourages team member to learn, grow and enhance their skills. Provide constructive feedback, encourage open communication and mutual respect whilst offering ongoing support and recognition.
- ❖ **Store efficiency**- accuracy in processing transactions, maintaining inventory records, and arranging product displays (visual merchandising and promotion execution) is important for ensuring the smooth operation of the store and providing a positive customer experience. You will achieve high levels of productivity by ensuring store operations are carried out efficiently and accurately as per our standard operating processes. You'll ensure that store standards are met with products being well-organized, and the store is tidy, reflecting high standards of customer service, especially pre/post-sales service expectations.
- ❖ **Collaborative work environment**- fostering awesome communication, teamwork, and mutual support among team members, your contribution to the team helps maintain a smooth operation at all times, enhancing the overall efficiency and productivity of the store.
- ❖ **Valuable team meetings**- actively participating in scheduled team meetings including contributing insights, improvement suggestions, work with the team so together you all achieve the operational goals and enhanced performance.
- ❖ **Resilience & 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.

## What you'll bring to the role

- ❖ A genuine passion for retail and love for our customers - this will be at the core of what you do.
- ❖ Be a natural coach and have a passion for supporting people to learn and grow in their role
- ❖ A flair for design ensuring the instore visual merchandising displays are captivating and engaging to our customers and promotion execution enhances visual appeal and is aligned to visual merchandising standards.
- ❖ Is able to build rapport easily with a natural ability to be 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 first attitude and connecting with customers / responding to their needs through clear and professional 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.