

WE'RE HIRING!

Senior Manager, International Merchandising

Company: Xchange Sport & Event AG, Vaduz, Liechtenstein.

FULL TIME

COMPETITIVE SALARY

UNLIMITED HOLIDAY

Position: Senior Manager of EU & International Merchandising

Company: Spartan & Tough Mudder WEU (*subsidiary of Spartan Race Inc. USA*)

Location: Remote

Department: Merchandise / WEU

Reports to: Director of Global Retail

About Spartan und Tough Mudder:

From our humble beginnings in 2010, both the Spartan and Tough Mudder brands have grown exponentially across the globe, now operating in over 42 countries, delivering over 250 events annually and welcoming 10+ million people to our start-lines. Our mission throughout remains clear, to transform 100 million lives, and we are well on our way to achieving that goal.

From day one, we've built a culture to reflect that philosophy, bringing on quirky people who are great at what they do and passionate about our events and customers. Together we have created brands that have become movements and lifestyles; in just six years, we've helped our communities fundraise over £5M for UK charities and had over 10,000 people get Tough Mudder or Spartan tattoos.

The opportunity ahead of us is vast, and we continue to look for the best, brightest and most badass to join us.

Our ideal candidate wants more than a few lines on their resume - they want to help build a company that changes the lives of millions of people for the better. This role will give you the opportunity to push your boundaries and find out what you're capable of, to work with and learn from incredibly smart people, and, most of all, to enjoy the journey of helping to deliver world-class events.

Does that sound like something you would want to be a part of?

THE JOB

Essential Duties and Responsibilities:

- Oversee the recruitment, on-boarding, training, welfare, and management of the Merchandise Team across Europe for the Spartan Brand
- 3 direct, full-time reports - EU Ops Manager, SR INTL Manager, WEU/UK Lead. Maintains supervision over that person to ensure they are executing the overall international merch strategy effectively at EU Spartan events.
- Coordinate with the Operations Team regarding staff travel, accommodation, and catering in accordance with company policy for EU events
- Ensure all events are fully staffed and detailed briefings are given to the Merchandise Event Staff in a timely manner.
- Efficiently manage the Merchandise Sales Team (up to 20 paid staff) through set up, sales, and tear down. As well as oversee the integration and management of up to 20 volunteers supporting the Merchandise Team at each event.
- Ensure metrics are captured to measure the sales performance at events and accurately reported to the Senior Merchandise Mgmt Team, UK Team, and WEU team.
- Drive the Merchandise Team to meet performance and budget targets, while ensuring standards and expectations of performance are met.
- Execute product inventories in accordance with department standards and manage supply procurement.
- Drives innovation across Europe, UK, Licensed Locations, and beyond in terms of merchandising, product excellence, and product creation activities.
- Work directly with localised vendors in the design and creation of hot market products critical to the overall success of our Onsite events working back through Global Merch VP for all approvals.
- Work with the Merchandise Planning team to plan and execute event layouts. Manage on-site product displays in accordance with designated layout.
- Provide quality customer service for all of the event participants.
- Encourage communication within the Merchandise Team to improve on-site event processes, operations, and efficiency, while reducing financial or legal exposure. Discuss integrating new procedures with Senior Management and capture data to support efficacy.
- Ensure the health, wellness, and happiness of all Merchandise Team members. Represent and instill the core values of Spartan Race and Tough Mudder.
- Manage and track performance, feedback, counselling, and disciplinary action for the Merchandise Team at events. Work with HR and senior department leadership to overcome issues.
- Competent with the on-site POS system and product knowledge. Able to effectively train and communicate any procedure or product changes to the Merchandise Team and volunteers.
- Develop and manage a continuing education / training plan for the Merchandise Team.
- Able to work collaboratively across multiple departments, both at the on-site and HQ levels.
- Act as a positive liaison between Merchandise HQ and the on-site Merchandise Team.
- Coordinate all post-event debriefs with HQ management and participate in all required company calls and meetings.
- Respond to event customer feedback, as brought up by our Customer Service team. Develop ways to resolve issues and ensure the continuation of world-class customer service.
- Coordinate with the Event Management Team regarding staffing of all on-site Team positions and to ensure staff travel for each race is booked in accordance with company policy.
- Complete and comply with all safety, harassment, and non-discrimination training.
- Oversee Race Day Information for events.

Position Qualifications:

- Proven leadership experience of multi-disciplinary teams through stressful situations.
- Able to multitask efficiently in a fast-paced environment.
- In-Depth knowledge of global fashion trends and sales tactics in other regions.
- Analytical, methodical problem solver; extremely attentive to detail.
- Able to manage, take, and report on product and supply inventories.
- Physically capable of working in adverse, outdoor conditions for extended periods of time.
- Able to work remotely, with minimal daily direction and oversight, while complying fully with company standards. Must be willing to support and communicate the brand story.
- Able to provide sales technique tips, initiate sales challenges, and encourage the Team to meet event goals.
- Proficient with the Microsoft Office Suite and cloud-based computing software packages (Google Drive, Dropbox, etc).
- Ability to travel for 4-6 days per event, for 12+ events per year, with some events added as needed.
- Entertainment merchandise management, outdoor adventuring and/or endurance racing industry experience preferred (ultras, adventure races, OCRs, trail runs, triathlons, marathons, etc.).
- Ability to master Merchandising as a whole to make world class retail events.
- Physically able and willing to operate heavy machinery (Telehandler/ Skid Steer /ForkLift); training provided, if needed.
- Must be able to travel internationally without restrictions.

Qualities Required of All Spartan and Tough Mudder Team Members:

Spartan Race and Tough Mudder are high-performance organisations and successful team members must possess a strong work ethic and hands-on approach to business. We are innovative, create inventive solutions, and are exceptionally service-minded. Team members at Spartan and Tough Mudder change lives and are passionate about the organisation's goals. Paramount to our organisation is the maturity to embrace ambiguity and ability to adapt according to the market and the continuing innovation of the organisation.

- Ability to read and interpret documents such as safety rules, maintenance instructions, and SOPs.
- Ability to speak effectively before groups of volunteers, contractors, and employees (read and speak conversational English). Proficient at communicating over email and the phone.
- Demonstrate full range of movement including but not limited to lifting, standing, bending, reaching, twisting, and crawling.
- Occasionally lifts, pushes, pulls, and moves equipment and material weighing up to 100 pounds.
- Ability to hold oneself accountable and prioritise multiple projects.
- Strong sense of teamwork with the ability to foster relationships.
- Collegial approach to a business environment and cooperative work style.

To apply for this position, please forward your CV and covering letter to:

dustinn@spartan.com

Application deadline: 08, April, 2024