



"Empower every person and every organization on the planet to achieve more."

Assistant Store Manager – Microsoft Stores

This Job is eligible for the following work arrangements: **Full-Time – 40 hours per week**

This Job is currently available in the following cities (subject to change):

- Nashville, TN
- Bridgewater, NJ
- Oak Brook, IL
- Manhattan, NY
- Jacksonville, FL
- Durham, FL
- Aventura, FL

Come as you are

Microsoft Store is the public face of Microsoft, where every individual, community and business can directly experience all that's possible with Microsoft, and we're looking for the best and brightest talent to tell our story. Are you interested in a career where you can inspire customers and make an impact while building lifelong skills? If so, we're the place for you! Help connect customers with their passions to achieve more, through our physical and digital retail properties. Microsoft Store includes jobs in physical retail locations, digital property teams and corporate locations.

We provide:

- A work environment that is diverse, inclusive, and welcoming of all
- Training that will make you feel empowered to do your best work even if you aren't a tech expert
- Career opportunities for all of our employees
- Fantastic, comprehensive and competitive benefits for full-time and part-time employees
- Gratitude & recognition for our awesome employees
- Belief that at Microsoft #WeWinAsATeam

Role Summary

The **Assistant Store Manager (ASM)** will coach employees on performance expectations and invest in the overall growth of individual team members. The ASM provides leadership to their team through driving results while providing world-class customer service and experiences for our consumer, small business and community customers, ultimately empowering them to achieve more with technology.

Assistant Store Manager Key Responsibilities

Customer Obsession

- Drive a culture that consistently obsesses over our customers, innovates, builds on the ideas of others, and impacts overall business results through passionate and motivated teams
- Partners with the Store Manager to align on store priorities and communication to ensure a seamless employee and customer experience
- Motivate the team to effectively and passionately deliver exciting in-store experiences showcasing the latest in products and services

Adaptability

- Effectively respond to changing in-store environment, circumstances, and situations through customer engagements
- Consistently model Microsoft Values that contribute to a positive working environment
- Have a level of intuitiveness to thrive in a dynamic and fast paced retail environment

Drive for Results

- Tenaciously pursues positive outcomes by using effective approaches to solve problems
- Drive a strong culture of operational compliance by providing supervision and accountability across the team



- Takes responsibility in delivering on commitments and seeks positive results that benefit customers, both externally and internally

Influencing for Impact

- Communicates positively to motivate and inspire teammates and sustains a positive work environment that upholds the Microsoft retail culture and values
- Engage and develop a workforce of talent through consistent coaching and constructive feedforward
- Possesses the ability to persuade positive business outcomes through in-store interactions with customers and associates

Collaboration

- Feel empowered to engage with peers, store leaders, corporate and field team members in the development of innovative ways to make a larger impact in our customers lives
- Combines resources and joins efforts with peers to achieve store and company goals

Required Qualifications

- 2+ Years Retail store management experience or People Management Experience
- Valid authorization to work in the U.S. is required; no visa sponsorship is available for this position

Preferred Qualifications

- Coaching or management of individuals in a metrics-driven consultative sales environment
- Previous experience managing or training in retail technology/electronics industry
- Microsoft certifications OR experience/education in technology/IT
- College degree preferred

Disclaimer

This description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group.

Microsoft is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity or expression, religion, national origin or ancestry, age, disability, marital status, pregnancy, protected veteran status, protected genetic information, political affiliation, or any other characteristics protected by local laws, regulations, or ordinances.