

Microsoft Retail Store

• Job Positions •

Assistant Store Manager

Job Category: Sales

Location: United States, United States - Non Location Specific

Job ID: 701086

Division: Sales

The assistant store manager will perform most of the functions of the store manager on a rotational basis, with primary responsibility for a functional area of the store.

Summary of essential job functions

Recruit, interview, hire, train and develop a team of friendly, customer focused sales and support staff.

Maintain an in-store learning environment that delivers the most knowledgeable and skilled team in retail.

Provide feedback, development and growth opportunities focused on producing the next team of retail store leaders and driving attrition to below 20% annually.

Drive sales through effective execution and team support of Microsoft retail strategies.

Protect company assets including people, merchandise, facilities and money.

Requirements

- 3-5 Years Retail store management experience
- 3-5 years of high traffic/high volume retail experience
- 3-5 years of people management experience
- College Degree Preferred
- Previous experience working with and selling technology preferred

Skills/Abilities required

Strong written and verbal communication skills

Strong presentation skills

Experience managing in a customer service environment a plus

Ability to build strong customer relationships

Ability to develop and motivate employee team

Strong organizational skills

Attention to detail necessary

Lifting/carrying up to 50 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

Disclaimer

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Retail Trainer

Job Category: Sales

Location: United States, United States - Non Location Specific

Job ID: 701088

Division: Sales

Job summary

The retail teacher/trainer will be the primary provider of product knowledge and customer relationship skills to the retail store team.

Summary of essential job functions

Maintain an elite level of product knowledge in all Microsoft retail product and service offerings including software, hardware and services.

Be the example of the Microsoft vision of the customer relationship.

Train the tech, sales and welcome teams in all product, service and customer experience skills so that the team is delivering the best experience in retail.

Present small and large group training sessions to both internal and external customers.

Collaborate with corporate and field team members in the development of training and presentation materials that lead to the premium level of customer experience delivered in the retail stores.

Minimum requirements

- 3-5 Years Teaching / Training Experience
- 3-5 years of technical training experience in a sales environment
- College Degree Preferred
- Knowledge of Microsoft software (Windows, Office Suite) required
- Microsoft certifications a plus

Skills/Abilities required

Exemplary Presentation Skills

High touch customer/sales experience preferred

Strong written and verbal communication skills

Strong presentation skills

Lifting/carrying up to 50 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

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Retail Inventory Associate

Job Category: Sales

Location: United States, United States - Non Location Specific

Job ID: 701089

Division: Sales

Job summary

The Inventory Team Member will be responsible for all merchandise that enters and leaves our retail stores. The primary focus for the inventory team is to support the in-store customer experience while protecting the financial and physical assets of Microsoft. This person is focused on all back-of-house operations, primarily focused on shipping/receiving and inventory control.

Summary of essential job functions

Accurately receive merchandise into the retail location.

Maintain stockroom organization per Microsoft expectations and guidelines.

Perform detailed receiving and cycle counts as directed.

Move merchandise to the sales floor so that merchandising standards and customer expectations are met and exceeded.

Carry merchandise to and from customers on site as needed.

Accurately ship/transfer merchandise to other locations/warehouse/vendors as directed.

Minimum requirements

- 3-5 previous retail inventory management experience, preferably in high volume/high traffic environment.
- 3-5 years experience teaching/training others regarding back-of-house operations/processes.

Skills /Abilities required

Teamwork focused

Attention to detail regarding inventory processes is critical

Strong communication skills

Lifting/carrying up to 75 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

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Sales Associate

Job Category: Sales

Location: United States, United States - Non Location Specific

Job ID: 701084

Division: Sales

Job summary

The Sales Associate will be the primary provider of product knowledge and sales support, before and after the sale, for Microsoft retail customers. This person is one of the first points of contact for our customers.

Summary of essential job functions

Maintain an elite level of product knowledge in all Microsoft retail product and service offerings.

Be the in-store example of the Microsoft vision of the customer relationship.

Provide customized solutions to 'new' purchasers that meet their needs and exceed their expectations.

Collaborate with corporate and field team members in the development of the necessary tools and programs that will lead to long-term relationships with elated customers.

Execute the sales and service strategies of the Microsoft Retail organization.

Minimum requirements

- Microsoft certifications are a plus
- 2 years previous retail sales experience
- Prior experience selling technology preferred
- Teaching or training experience is a plus.

Skills/Abilities required

Strong communication skills

Customer-centric focus

Strong team player

Passion for technology

Ability to multi-task

Lifting/carrying up to 50 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

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Retail Technical Advisor

Job Category: Sales

Location: United States, United States - Non Location Specific

Job ID: 701083

Division: Sales

Job summary

The retail technical advisor will be the primary provider of product knowledge and technical support to Microsoft retail customers.

Summary of essential job functions

Maintain an elite level of product knowledge in all Microsoft retail product and service offerings.

Be the in-store example of the Microsoft vision of the customer relationship.

Troubleshoot customer issues and provide win-win solutions for our customers.

Provide customized solutions to 'new' purchasers that meet their needs and exceed their expectations.

Collaborate with corporate and field team members in the development of the necessary tools and programs that will lead to long-term relationships with elated customers.

Minimum requirements

- Microsoft certifications preferred
- Other technology certifications preferred
- 2 years minimum teaching / training and/or selling in retail and/or service environment required
- College degree preferred

Skills/Abilities required

Detail-oriented with excellent written and verbal communication skills.

Exemplary presentation skills

Ability to multi-task is a must

Superior customer service/people rapport skills, both 1:1 and in a group environment

Lifting/carrying up to 75 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

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Retail Customer Service Associate

Title Retail Customer Service Associate

Department Field

Reports to Store Manager

Job summary

The Retail Customer Service Associate will be the first contact our customers interact with when they come into our store. This team member will be responsible for helping our customers understand the experience they should expect when they visit us and will act as 'tour guide' when needed to insure a successful journey and experience in our stores.

Summary of essential job functions

- Provide a warm welcome and an invitation to return to all our customers.
- Act as tour guide and assist our customers in getting to the right place and with the right person while they are in our stores, so that there is no question as to the expected level of service we will provide.
- Be the example of the Microsoft vision of the customer relationship.
- Provide exemplary 'direction' and help to our telephone customers.

- Collaborate with corporate and field team members in the development of the necessary tools and programs that will lead to long-term relationships with elated customers.
- Execute the sales and service strategies of the Microsoft Retail organization.
- This person will restock the sales floor and carry out merchandise to and from the customers.

Minimum requirements

- 2 years experience in retail or hospitality industry
- Microsoft technology knowledge a plus
- Telephone customer service experience preferred

Abilities required

- Strong organizational skills
- Attention to detail
- Strong written and verbal communication
- Exhibits passion for helping customers
- Lifting/carrying 75 pounds (loading and unloading all those great products and carrying purchases out for our customers will be required!)

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