

## Come Join Our Team

Are you ready to bring the experience and transferable skills you developed while playing sports to a career at Amazon? Learn more about opportunities in our teams that are driven by a focus on innovation and continuous improvement.

We invite you to:

**Chart your own path.** The possibilities you explore, the opportunities you take advantage of, and the impact you have are driven by your ideas and initiative. Your experience and trajectory at Amazon is in your hands.

**Accelerate your growth.** We encourage you to experiment with new possibilities, take risks, and learn quickly by doing challenging work with the remarkable people you will encounter every day.

**Bring your voice.** We value individual expression, respect different opinions, and work together to create a culture where each of us is able to contribute fully. Our unique backgrounds and perspectives strengthen our ability to achieve Amazon's mission of being Earth's most customer-centric company.

[https://youtu.be/a\\_lbGBqDN2g](https://youtu.be/a_lbGBqDN2g)

<https://youtu.be/S0mQJmHE4e0>

## Area Manager –

### DESCRIPTION

#### Job summary

Our WW Operations network delivers millions of packages and smiles to Amazon customers every day. We are looking for motivated, customer-focused individuals who want to join our team as an Area Manager. In this role, you will lead a team of hourly workforce and will be responsible for engaging your team during their shifts to maintain the highest levels of safety, quality, attendance, and performance. You will also play a key role in maintaining our customer expectations to ensure customer orders are delivered at the right time, to the right location.

Our Operation's workflow has three major components: First mile - where the product is housed and ready for order; Middle mile - where the order is hauled to your area; and Last mile - when the product is delivered to the customer's door. Please note that all workflows have slight building variations, but one thing is constant: our vision and dedication to the customer.

#### Key job responsibilities

Support, mentor, and motivate your hourly workforce

- \* Manage safety, quality, productivity, and customer delivery promises
- \* Collaborate with all support teams including Safety, Engineering, Loss Prevention, Quality Assurance, Human Resources to develop plans to meet business objectives
- \* Lift up to 49 pounds and frequently push, pull, squat, bend, and reach
- \* Stand/walk for up to 12 hours during shifts
- \* Work in an environment where the noise level varies and can be loud
- \* Work in an environment that is subject to variable temperatures and weather (delivery stations include outside loading departments)
- \* Continuously climb and descend stairs (applies to sites with stairs)

Our fulfillment network launches new Operations sites every year, providing various opportunities for your professional growth. We hire Area Managers based on location preference and the business' current openings.

Please review the Field Ops Transfer Policy on Inside to ensure you are eligible to apply for this role.

#### BASIC QUALIFICATIONS

- A Bachelor's Degree or 2+ years Amazon (blue badge/FTE) experience
- 2+ years of direct management experience for employees and their performance
- Work a flexible schedule/shift/work area, including weekends, nights, and/or holidays

#### PREFERRED QUALIFICATIONS

Experience managing a team of 20+ employees

- \* Experience with process improvements (Lean process, Kaizen, and/or Six Sigma)
- \* Excellent customer service, communication, and interpersonal skills
- \* A Bachelor's or Master's degree in Engineering, Operations, Supply Chain/Logistics, or a related field.
- \* Industry experience in: retail, F&B, military, manufacturing, automotive, biotech, electronics, energy, instrumentation, machinery, defense/aerospace, medical, cosmetics, production or

distribution environments.

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please visit <https://www.amazon.jobs/en/disability/us>.

## **Program Manager –**

### DESCRIPTION

#### Job summary

At Amazon Advertising, we sit at the intersection of advertising and eCommerce. With millions of customers visiting us every day to find, discover, and buy products, we believe that advertising, when done well, can enhance the value of the customer experience and generate a positive return on investment for our advertising partners. We strive to make advertising relevant so that customers welcome it - across Amazon's ecosystem of mobile and desktop websites, proprietary devices, and the Amazon Advertising Platform. If you're interested in innovative advertising solutions with a relentless focus on the customer, you've come to the right place!

This position supports a hybrid work model and you will be able to work virtually from anywhere in US. The role requires up to 25% (1-2 weeks) travel to an Amazon hub location every quarter, for a collaborative team session and will need to be booked at least two months in advance. Amazon has tech hubs in multiple locations (Seattle, Los Angeles, San Diego, San Francisco, New York, Washington DC, Chicago, Austin, Boulder, Detroit, Toronto and Miami). If there is an Amazon tech hub in your city, you have the flexibility to schedule and work from an office location as required. For more context, review our CEO- Andy Jassy's note on our approach to offering teams more flexibility in where we work.

#### Key job responsibilities

##### Core Responsibilities Include:

- \* Create and drive strategic vision for your program through key documents such as three year plans and roadmaps
- \* Act as the primary stakeholder in cross-functional initiatives, acting as the liaison for Product Management, Sales and IPT.
- \* Identify and provide the right metrics to measure process quality and productivity, providing meaningful feedback to the technology and business teams through ownership in Organizational Business Reviews.
- \* Review and analyze customer data with development of corresponding business success

metrics.

- \* Guide operations business teams in their ability to develop and execute daily, weekly, and monthly action plan that increase quality and customer experience.
- \* Gain consensus to push change forward while keeping variation between sites to a minimum.
- \* Establish a partnership with senior business leaders to develop and lead the continuous improvement strategy across multiple global sites.
- \* Provide leadership on project selection, scope, definition, and performance to ensure alignment with business strategy.
- \* Act as an internal resource for the principles of lean and process excellence working closely with corporate partners on network solutions.
- \* Drive continuous improvement culture change through best practice sharing, vocal advocacy, and visible hands-on leadership.

#### A day in the life

The Program Manager role is an innovative, results driven role, seeking someone with solid people skills and a strong continuous improvement background. The Program Manager will be tasked with building and enhancing continuous improvement within Amazon's Advertising Billing Operations. This role brings together the tools of Lean Six Sigma technology, and Amazon's customer-obsessed culture, to drive continuous customer experience improvement.

#### BASIC QUALIFICATIONS

- 3+ years of experience in program or project management
- Experience using data and metrics to drive improvements
- Experience owning program strategy, end to end delivery, and communicating results to senior leadership

#### PREFERRED QUALIFICATIONS

- Experience communicating goals and strategies across multiple leadership levels of an organization
- Decisive, confident, and experience with influencing others
- Strong sense of urgency and personal commitment
- Applied knowledge of measurement, statistics and program evaluation
- Demonstrated working knowledge of LEAN/Six Sigma principles, rules, systems and tools with experience supporting improvement activity and workshops through consulting, coaching, training and facilitation as required in a highly customer centric environment
- Ability to handle changing priorities and use good judgment when working in stressful situations

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please

visit <https://www.amazon.jobs/en/disability/us>.

Pursuant to the Los Angeles Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Workers in New York City who perform in-person work or interact with the public in the course of business must show proof they have been fully vaccinated against COVID or request and receive approval for a reasonable accommodation, including medical or religious accommodation.