

Basics

Job Title Assistant Brand Experience Manager
Reports To Mizuno Experience Center Manager
FLSA Status Exempt
Direct Reports No

About Mizuno

Mizuno USA's roots trace back to its parent company, Mizuno Corporation. Mizuno Corporation was established in Osaka, Japan in 1906 by Rihachi Mizuno. Today, Mizuno USA is located in Peachtree Corners, GA and continues to manufacture and distribute high quality golf, baseball, softball, Team Sports, track & field, and volleyball equipment, along with apparel and footwear.

Since our founding, we have taken special pride and pleasure in being able to participate in the exciting world of sports and providing sports equipment of the highest quality. Each and every one of us is guided by the ideal of true sportsmanship. That was true over 100 years ago and is still true today. It is evident in our corporate philosophy which, simply stated, is "Contributing to society through the advancement of sporting goods and the promotion of sports."

Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member? Do you aspire to join a brand that makes a difference in the communities we serve? Mizuno USA is seeking top performers like you carry on the legacy of one of the world's most iconic sporting goods brands.

Every Mizuno USA teammate is a champion of our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition. Let us know if you're game-ready!

Summary

The Assistant Brand Experience Manager's main responsibility is to support the Brand Experience Manager in leading and cultivating a high-performing team at the Mizuno Experience Center (MEC), our brand's flagship retail store located at The Battery in Atlanta. The MEC team is focused on selling the Mizuno Brand Experience and providing world-class customer service, with the goal of achieving store sales goals and profit targets. The Assistant Brand Experience Manager maximizes the Experience Center's sales through effective leadership and setting the example to other team members of legendary customer service.

Essential Duties and Responsibilities

The Assistant Brand Experience Manager will perform specific tasks like the following:

- Assist in the efficient day-to-day operation of the Mizuno Experience Center.
- Engage and inspire teammates to achieve maximum performance by modeling behavior that fosters energy, ownership, teamwork, and personal commitment.
- Assist guests directly, ensuring each visitor is engaged and delighted with their Mizuno Brand Experience.
- Communicate and successfully promote programs, marketing tools, and events aimed at increasing business.
- Demonstrate strong product knowledge; stay updated on new products.
- Resolve guest issues and requests in an efficient and professional manner.

- Uphold Company standards for merchandise presentation.
- Ensure strict compliance to all safety protocols, along with procedures for loss prevention and cash handling.
- Achieve weekly/monthly sales goals as outlined by the Brand Experience Manager.
- Review and monitor daily tasks, sales goals, and guest focus with each teammate.
- Observe teammates' selling skills and coach for performance excellence.
- Support the recruiting, interviewing, hiring, and training of new teammates.
- Understand when and how to administer appropriate counseling and disciplinary action to teammates who fail to meet Company performance metrics and standards. Engage corporate Human Resources as needed.
- Ensure effectiveness of all point-of-sale (POS) procedures and train teammates how to use the POS system.
- Adhere to timekeeping procedures.
- Open and close the Mizuno Experience Center each day, performing all tasks to Company standard.
- Support the preparation and facilitation of required Mizuno Experience Center Meetings.

Qualifications

- Bachelor's degree required, or equivalent of education and relevant experience
- Minimum of one (1) year of experience in retail supervision, preferably in the sporting goods or apparel industries
- Ability to demonstrate strong guest-focused engagement, on and off the brand experience floor
- Must be available to work a flexible schedule based on business needs, including evenings, holidays, and weekends

Physical Demands/Essential Functions

- Must be able to lift a minimum of 20 lbs.
- Must be able to stand for long periods of time.

Whenever possible, Mizuno USA, Inc. strives to promote from within if the skills and necessary qualifications meet the requirements for the position. Internal and external candidates will be considered for the position and the best candidate will be hired.

Mizuno USA, Inc. is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against based on their race, gender, disability, veteran status or other protected classification.

EOE M/F/D/V

Send your resume and cover letter to mizunocareers@mizunousa.com and include the Job Title in the Subject line.