

Basics

Job Title Brand Experience Specialist
Reports To Mizuno Experience Center Manager
FLSA Status Non-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, running, 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 Brand Experience Specialist maximizes the Experience Center's sales through effective selling, service, and thorough product knowledge, putting the guest at the center of all we do and exhibiting passion for the Mizuno Brand. This position creates a legendary experience that encourages the guest to establish a long relationship with our brand. Additionally, individuals in this role contribute to the successful and efficient functioning of the Brand Experience Center through collaboration and teamwork.

Essential Duties and Responsibilities

The Brand Experience Specialist will perform specific tasks like the following:

- Greets and interacts with customers.
- Consults with customers to understand their needs and preferences related to merchandise and makes appropriate suggestions.
- Demonstrates and explains merchandise, selecting and suggesting options suitable for the customer's needs.
- Answers customer's questions about merchandise with thorough and up-to-date knowledge about Mizuno products.
- Assists customers with purchase decisions.
- Retrieves merchandise from sales floor, stock room, or other inventory locations; places special orders.

- Participates in the processing of shipments, replenishment of the Brand Experience Center floor stock, and additional operational tasks as needed.
- Performs payment collection duties using the point-of-sale system (POS) in an efficient and timely manner while maintaining a high level of guest service.
- Processes returns and exchanges.
- Contributes to a high-energy, fast-paced environment that provides guests with a memorable Mizuno Brand Experience.
- Consistently treats all guests and teammates with respect and contributes to a positive work environment.
- Takes a proactive role in maintaining the Mizuno brand standards of guest-engagement, pleasant appearance, and housekeeping.
- Promotes and maintains a safe working and shopping environment.
- Performs other duties as assigned.

Qualifications

- High School Diploma or equivalent; college degree preferred
- Previous experience in retail (preferably in the sporting goods industry)
- Experience playing competitive interscholastic or professional sports highly desirable
- Ability to demonstrate strong guest-focused engagement, on and off the brand experience floor
- Must demonstrate exemplary personal integrity and trustworthiness
- 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.