



amazon[®]

www.amazon.com/military

Amazon Military Talent Program

Thank you for your service.

At Amazon, we strive to be Earth's most customer-centric company. To get there, we need exceptionally talented and innovative leaders that can drive change and deliver results at internet speed.

We employ more than 37,900 people around the world. Headquartered in Seattle, Washington, USA, Amazon also has offices, fulfillment centers, customer service centers and software development centers across North America, Latin America, Europe and Asia.

Within the last 18 months, Amazon has hired hundreds of transitioning military leaders from across the globe. We value veterans and the unique experiences and capabilities they bring to the table. Leadership principles are intrinsic to Amazon's culture, growth and success; many of these principles resonate with today's armed forces, along with our fast-paced and dynamic work environment.

Amazon Leadership Principles

Customer Obsession

Invent and Simplify

Hire and Develop the Best

Think Big

Frugality

Earn Trust of Others

Have Backbone; Disagree and Commit

Ownership

Are Right, A Lot

Insist on the Highest Standards

Bias for Action

Vocally Self Critical

Dive Deep

Deliver Results

"Amazon offers an environment that allows people to grow professionally. In the military we take great pride in overcoming the unexpected by making quick assessments, implementing a plan and executing to ensure the mission is complete. Amazon expects the same from its leaders."

—Site Leader (Former Army Officer), NAFC Operations

Many military service veterans, retirees, spouses and members of the Reserves and National Guard currently fill Amazon's ranks, serving in a variety of capacities throughout the company. We have an established internal "Amazon Warrior" group that provides military alumni with networking opportunities and professional guidance/mentoring.

In 2010, Amazon officially launched its "Military Talent Program," www.amazon.com/military. The program actively helps the military community achieve career success in corporate businesses, customer service and operations. Amazon is building relationships with the Wounded Warrior Project and the Military Spouse Employment Program to provide diverse talent to our customer service teams. Additionally, many veterans transition into operational leaders at Amazon because of the opportunity to manage hundreds of people and oversee millions of customer orders at fulfillment around the globe. Last holiday season, we shipped over 350,000 packages to support service members stationed overseas and deployed!

Amazon is recognized as a leading military friendly employer. In 2011, we were one of the 148 finalists to be nominated for the ESGR Freedom Award, a testament of our pledge to our Reserve and National Guard Amazonians. We've partnered with numerous organizations including PaYs, MOAA, EPO and MESP, along with over 250 ROTC programs. Amazon is committed to grow alongside the military community and offer veteran leaders the opportunity to join Earth's most customer-centric company.

Amazon is making history and the great news is that we've just begun. At Amazon, it's still Day 1.



Military Recruiting
amazon

EMPLOYER PARTNERSHIP
OF THE ARMED FORCES

ESGR
EMPLOYER SUPPORT OF
THE GUARD AND RESERVE

**MILITARY
SPOUSE**
EMPLOYMENT
PARTNERSHIP

Partnership for
each
Success
PaYs

MOAA
Military Officers Association of America

Mission, Values and Launching Careers

Our Mission:

To be Earth's most customer-centric company where people can find and discover anything they want to buy online.

Our Core Values:

Customer Obsession: We start with the customer and work backwards.

Innovation: If you don't listen to your customers you will fail. But if you only listen to your customers you will also fail.


Bias for Action: We live in a time of unheralded revolution and insurmountable opportunity —provided we make every minute count.


Ownership: Ownership matters when you're building a great company. Owners think long-term, plead passionately for their projects and ideas, and are empowered to respectfully challenge decisions.

High Hiring Bar: When making a hiring decision we ask ourselves: "Will I admire this person?" "Will I learn from this person?" "Is this person a superstar?"


Frugality: We spend money on things that really matter and believe that frugality breeds resourcefulness, self-sufficiency and invention!

Launching your career at Amazon:

 **North American Fulfillment Center (NAFC) 30-Day Launch Plan:** For your first 30 days, we break down critical information into small chunks, spread over a 4-week period so you can integrate these new concepts into daily business practices.

 **Planet of the Ops (POTO):** POTO is a multiple day orientation designed to enhance a new manager's assimilation into Amazon. The Conference will provide you with the business knowledge, leadership skills, and professional network you need to support your successful transition to leadership at Amazon.



 **60 Minute Manager Series:** The 60 Minute Series is a set of interactive modules that you can utilize as you choose to help strengthen specific management skills that are either new to you or that you would just like to refresh.

Possible Career Paths

Meet a few Amazon Warriors

Click here! 

Follow your passion and define your future!

The pace at Amazon is fast, and allows our managers' career progression to be unique and individualized as they are. Our managers are encouraged to blaze career paths that include moving between Field Operations, Customer Service and Corporate. We know you wouldn't limit yourself to one linear path, so why would we?

Amazon Warrior (A): 2+ Years with Amazon

Field Operations → Safety → Amazon's Customer Excellence Team

Feb 2007 - Aug 2007	Orderfill Operations Manager in Fernley, NV
Aug 2007 - Feb 2008	Regional Safety Manager for three Fulfillment Centers
Feb 2008 - present	Senior Safety Manager responsible for Network-wide safety initiatives.

Amazon Warrior (B): 3+ Years with Amazon

Field Operations → Corporate Procurement

Sept 2006 - Jan 2007	Night Shift Operations Manager in Coffeerville, KS
Jan 2007 - Jan 2008	Orderfill Operations in Coffeerville, KS
Jan 2008 - Apr 2008	Quality Assurance Manager in Coffeerville, KS
Apr 2008 - Present	Sr. Manager NAFC Procurement

Amazon Warrior (C): 6+ Years with Amazon

Customer Service → Supply Chain → Transportation → Field Operations

Summer 2003:	Customer Service Intern
June 2004 - Jan 2005:	Supply Chain Analyst
Jan 2005 - July 2005:	Program Manager, Transportation
July 2005 - Jan 2006:	Operation Manager in Seattle, WA
Jan 2006 - July 2007:	Manager of External Fulfillment
July 2007 - Jan 2008:	Sr Operations Manager, Amazon Fresh Grocery Delivery
Jan 2008 - present:	Assistant General Manager in Fernley, NV

What could a typical day look like for you? *I equate my day to stepping on a treadmill set at 10 mph from the moment I hit the door. It is fast-paced and rewarding.*

What is unique about your role? *I am a Senior Operations Manager in the largest fulfillment center in the Amazon network but I don't have to sit in an office all day. I get to do my job on the floor alongside my managers and associates which is extremely valuable.*

What do you like most about working for Amazon? *The people! We have a group of dedicated people who work hard, play hard, and are here to do the right thing on behalf of our customers. It's an amazing environment.*

What are some of the challenges that you take pleasure in? *I love leadership, and developing future leaders. It is incredibly fulfilling to see people who have been on my teams in the past now running their own buildings!*

What competencies did you acquire in the military that you use with Amazon? *Attention to detail and commitment. In the military we take great pride in overcoming the unexpected by making quick assessments, implementing a plan, and executing to ensure the mission is complete. Amazon expects the same from their leaders!*



Amazon Leadership Principles

Whether you are an individual contributor or a manager of a large team, you are an Amazon leader. These are our leadership principles and every Amazonian is guided by these principles.

Customer Obsession

Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

Ownership

Leaders are owners. They think long term and don't sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their own team. They never say "that's not my job".

Invent and Simplify

Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by "not invented here". As we do new things, we accept that we may be misunderstood for long periods of time.

Are Right, A Lot

Leaders are right a lot. They have strong business judgment and good instincts.

Hire and Develop the Best

Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others.

Insist on the Highest Standards

Leaders have relentlessly high standards - many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

Think Big

Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

Bias for Action

Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

Frugality

We try not to spend money on things that don't matter to customers. Frugality breeds resourcefulness, self-sufficiency and invention. There are no extra points for headcount, budget size or fixed expense.

Vocally Self Critical

Leaders do not believe their or their team's body odor smells of perfume. Leaders come forward with problems or information, even when doing so is awkward or embarrassing. Leaders benchmark themselves and their teams against the best.

Earn Trust of Others

Leaders are sincerely open-minded, genuinely listen, and are willing to examine their strongest convictions with humility.



Dive Deep

Leaders operate at all levels, stay connected to the details and audit frequently. No task is beneath them.

Have Backbone; Disagree and Commit

Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.

Deliver Results

Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.

What We Value

- Leaders who mentor
- Leaders who improve processes
- Leaders who are accountable
- Leaders who receive critical feedback
- Leaders who stand out
- Leaders who are creative and innovate
- Leaders who think analytically and understand metrics

In all cases, we are interested to hear you give examples of specific **situations**, the **tasks** involved, the **action** you took and the **results** of your actions.



Locations

We have opportunities in Fulfillment Centers across the United States.

Here are the states we're located:



Relocation and Benefit Overview








Some useful information to help you identify the right Amazon location for you, getting there and settling in.

Locations:

Headquartered in Seattle, Washington, we also have offices, fulfillment centers, customer service centers and software development centers across North America, Europe and Asia. Our Operations network includes fulfillment and warehouse facilities that provide customers with fast, reliable shipping directly from Amazon. Our customer service centers enable customers around the world to reach us 24/7.

Moving? We'll help you get here.

Dependent upon the type of position you're offered, Amazon may provide the following relocation benefits:

-  Packing, unpacking, and moving your personal goods and car
-  Fully furnished, temporary housing which will include maid service, utilities and parking
-  Temporary storage for your personal items
-  Rental or real-estate tours to assist you with finding a new residence
-  A rental car until your personal car arrives
-  Relocation allowance to assist you with incidental expenses
-  Payment of part of the tax liability incurred with most of your taxable relocation expenses

Please talk to your recruiter during your on-site interview about the specific relocation benefits available for the position of interest. Note: relocation benefits are not available for hourly positions.

And once you're here, we'll take care of you.

While the benefits may vary slightly from location to location, these are the basics for full-time U.S. employees:

- A choice of three medical plans designed to meet your individual needs (several in-network and out-of-network options), with domestic partner coverage as well as a dental and vision plan.
- Salaried employees earn two weeks of vacation time in the first year, three weeks of vacation in the second and six personal days every year in addition to six holidays.
- Every full-time Amazon employee receives Amazon.com Restricted Stock Units
- 401(k) savings plan with a company match.



Amazon: Making History

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[Most Trusted Brand in the US](#)

[Growth and results](#)

A great look at Fulfillment By Amazon, along with visuals of one of our [Fulfillment Centers](#):



You will hear us speaking about "[Peak Season](#)" quite a bit:



“Being an AM is a lot of work and we shouldn't sugar coat that, but we should tell them why working on night shift with 100 temp pickers on night shift on December 15th is worth it all (especially after you have been leading troops in combat operations). Amazonians are passionate, smart, customer obsessed and we're redefining how retail works. Kids now send Christmas wish lists to Santa via Amazon.com now. You work hard and your merits will be rewarded.”

Area Manager promoted to a Corporate Sr PM

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