



# STORE MANAGER AND ASSTANT STORE HIRING

- Teach and Coach team members
- Lead and manage store team
- Create an exceptional customer experience

## Interview Process



## Hiring Decision

- The hiring decision is a wholistic approach to include experience/resume, interview questions, PI job target, PI cognitive.
- Use each of these pieces of the interview process to determine if they are an excellent fit for the role; make a better hire than your average performer, hire for how well you want the job done

### Experience

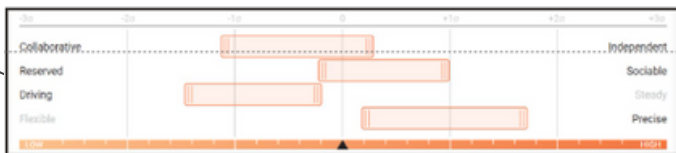
- Resume/Application
- Does the candidate have prior experience to do the job
  - Relevant retail
  - Leader of people

### Interviews

- SM Interview Guide at DM Interview
- PI Interview Guide at RD Interview
- Validate experience and behaviors
  - Do they Get it, Want it, Have capacity
  - Do they Play Hard, Question Everything, Fail Forward

### PI Behavioral Job Target

- Work from bottom to top of the behavior profile
- D Behavior
  - To the Right/High
  - Most significant behavior across high performers
- C Behavior
  - To the Left/Low
- B over C = Quick to Connect
  - B is to the Right/Higher
  - C is to the Left/Lower



### PI Cognitive Job Target

- Target is 250
- Anything above 200 is good
  - When on the lower side of the target, consider holistically with the other areas, i.e. Experience, Interview, PI Behavioral



## Pay Decision Reminders

Based on experience and skill set  
Reserve the higher end of the pay range for

- Engaging those willing to grow
- Those who take further opportunities and commitments within the company

Use the chart for reference

% of Pay Range	Experience (Retail/Leadership)	Store Complexity
0 – 25%	2 – 3 years	Low
25 – 50%	3 – 5 years	Medium
50 – 85%	5+ years	High

## Email Recommendation

- **To:** Your RD
- **CC:** Paul Grossman, Recruiting
- **Subject:** Offer Approval Request - [Candidate Name, Job Title, Store Number, Location Name]
- **Attachments:** Resume, PI Behavioral Overview, PI Interview guide
- **Memo:**
  - LinkedIn Profile link, if available
  - Number of managers already at the location
  - Copy/summary of interview notes from Phenom
  - PI Behavioral and Cognitive target notes
  - Pay range and pay rate requested
  - Potential start date