

NORDSTROM

Find a Gift and a Rewarding Career at Nordstrom

October 14, 2020

What's better than finding the perfect gift at Nordstrom for someone you love? Getting it 20% off with your employee discount! This holiday season, we're hiring 22,000 employees in our fulfillment and distribution centers as well as Nordstrom and Nordstrom Rack stores to ensure we provide the best possible experience as the gift giving destination for our customers. It's no secret that the holidays are our busiest time of year, and we need your help to serve customers with everything from picking the best gifting products to fulfilling every order quickly and on their terms.

We know this season is different from the past, so we're doing all we can to support these new hires to make it a safe and enjoyable experience, starting with comprehensive [safety practices](#) in each of our stores and [facilities](#). Additionally, we're excited to offer pay premiums effective October 11, 2020 —January 2, 2021:

Holiday Hourly Premium

- All current and seasonally hired hourly employees in nearly every aspect of our stores —from service experience and Rack floor team to order fulfillment —will receive a holiday premium of \$2/hour. Numerous management roles will receive a \$250 bonus each pay period.

Overnight Hourly Premium

- All current and seasonally-hired hourly, non-commissioned roles will receive up to \$2/hour more for hours worked from 8 p.m. —8 a.m. shift. Certain manager roles working these shifts will receive \$400 each pay period.

Supply Chain Facilities Premium

- All hourly employees will be eligible for an additional \$3 hourly premium for all hours worked in addition to a sign-on bonus of up to \$300 for new employees in select facilities.

At Nordstrom, we believe creating a great customer experience begins with an environment that supports our employees —and every decision we make is through that lens. We always work to make Nordstrom a place where our people can build long-term, rewarding careers, and our benefits program plays an important role in this. Every year, we review and challenge ourselves to rebalance and update the benefits we offer so we can provide the best possible total rewards mix for our employees and their families.

While our benefits are great, we're particularly proud of our relationships with our employees —we want this to be a place where every employee is welcomed, respected, appreciated and able to be themselves. We also want this to be more than just a job for a season, this should be a valuable experience for each hire that lasts long after the holidays. We offer training and new experiences to support further job prospects as well as the opportunity to shift to a full-time career here.

Roughly 20% of our seasonal hires transition to a full-time position each year, many of whom are still with us. People across the company from Rack, to supply chain, to stylists and even a teenage doorman have made the leap to long-term careers here —we'd like to introduce to you a few.

Meet Sarah, associate buyer in Seattle:

I started as a seasonal salesperson over holiday at our Southcenter store in the Accessories and Sun department. 13 years later, I'm an end-to-end associate buyer for watches in both Nordstrom and Nordstrom Rack. To be honest, I had no intention of staying after my seasonal role ended, but my manager saw how much I enjoyed mentoring other employees and said she saw a future for me as a leader. Her belief in me propelled my career and enabled me to see Nordstrom as more than just a retail gig but instead as a life-long career.

My love for people and developing a team enabled me to support several teams as a department manager in both Nordstrom and Nordstrom Rack, eventually leading a team at our Seattle Flagship store —a big goal of mine at the time. Wanting to impact the customer's experience in a new way, I was promoted to the buying office as assistant sunglass buyer where I helped ensure our customers had the right product at the right time in the right place, since I knew firsthand what it felt like when we did and when we didn't.

My best advice for potential new hires is to keep the customer in the forefront of your mind with all you do. This is something that I still hold close to today, and always gets me through my toughest days. Whether it's running go-backs, tidying the department, building a sale by adding on amazing product that exceed the customer's needs, answering the phone quickly, or saying a warm and friendly hello —everything you do should benefit the customer, and thus will benefit you -- I promise. Understanding that connection will enable you to build meaningful relationships, gain respect from those around you and keep you centered on what matters. You never know where in someone's life you're meeting them or what they're going through. The power you have to make someone feel good shouldn't be taken for granted.

Meet Lenny, recruiting manager in LA:

I started as a seasonal salesperson in The Rail department for the holiday season in 2006. I had previously worked at Disneyland and had a brief stint at another retailer, so the Nordstrom culture of customer service was very appealing to me —plus the fact that I could earn commission was exciting. I also have always been obsessed with fashion, so it was the perfect fit for me. During my first few days of work, I quickly knew that I wanted to stay because I loved everything I was learning and the job itself was so fun. The values that Nordstrom lives by truly aligned with my personal values. My seasonal role actually ended after about 6 weeks and I was so sad, but I made it known that I wanted to come back as soon as there was an opening. Lucky for me, I got 2 job offers on the same day to come back and I've been here ever since!

I am now a recruiting manager for our newly formed recruiting team that supports all high volume hiring for the company. I've been fortunate to hold many roles with Nordstrom over years; after my time selling, I worked in Customer Service, as a customer service manager, an HR assistant, and as an HR manager at several locations (both full-price and off-price). Most recently, I was the regional HR manager for our Southern California region. I have also had the great opportunity to relocate with the company four times, taking me to four different states and regions. My current role is remote, so I was able to stay in Los Angeles, which I consider my home.

For those of you looking to join us, my advice to you is to be curious and ask questions. Never be afraid to raise your hand if you need help. Build relationships with as many people as you can —both customers and other employees and leaders. You will be able to learn something new from everyone you meet. You never know what opportunities might be just around the corner!

Meet Keaton, personal stylist at our Seattle Flagship store:

I started with Nordstrom as a temporary hire at the Alderwood Mall in 2010. My girlfriend's father has been with the company for 30+ years and mentioned it being a great seasonal job, so I gave it a shot. I quickly realized that we do more than sell clothing. The personal and professional connections I made in a short time really showed me how much Nordstrom cares about its people and how much opportunity is here.

People can shop anywhere, especially today, so it's great to work for a place like Nordstrom that offers the breadth of services to best help customers and do so in a way that develops personal connections. 10 years later, I've created an amazing business as a personal stylist based on these connections and even still help some clients I started with at Alderwood years ago.

After working at Alderwood for just under six months, I was offered a job in Men's Designer at our Downtown Seattle location. Although I was worried about moving stores and slightly intimidated by the idea of "The Flagship," I went for it and haven't looked back. I've had some amazing mentors along the way and have been lucky enough to work with people from all walks of life. I have always stayed true to my own personal style and way of taking care of customers, and I think that has helped me get to where I'm at.

My main advice to anyone starting their journey with Nordstrom would be to work with passion. Regardless of where you work or what you do, it's important to do it to the best of your ability. Especially in today's environment, we have to be passionate and creative in taking care of our clients —it's the only way we can separate ourselves from the pack, and that's what we strive to do at Nordstrom.