

# Meet Miyu and Shawn, Area Manager and Site Manager at a Delivery Station - Transcript

<https://www.youtube.com/watch?v=yy5xEB8DD6k>

## Transcript

**0:08 - Speaker 1**

My name is Miyu, an area manager at a distribution station. My role as an area manager is logistics management, delivering the items ordered by our customers as promised. When I was looking for a job, I looked for a company with a culture of openness, and I joined Amazon. What I value most in staff training supporting them to experience many successes, which leads to growth and confidence. The most rewarding part of my job is when we achieve our goals together as a team.

**0:49 - Speaker 2**

My role as site manager to provide inclusive atmosphere for all the staff who work in the facility. we insist on very high standard to deliver products to our customers.

**1:01 - Speaker 2**

This is the first time I'm leading a team which is a lot of responsibility. The key to become a good site manager is, we need to listen to our Associates and our managers. A trusting relationship starts with active listening. People have different perspectives and that people are coming from different background.

**1:23 - Speaker 2**

It's really hard for a single person to think about all the perspectives. That's why when leading a large team is important to factor in everyone's opinion. For everyone who are thinking about joining Amazon, I would say Amazon is a place providing a lot of opportunities to make mistakes and learn from it. And not only that you are learning all the technical stuff but also you are building a great relationship with your team in the process to become a better people manager.

**00:01:57 - Speaker 1**

It is the area manager's responsibility to oversee the day-to-day operation. Then as your job level increases, your scope of work increases. Eventually, I want to become a site lead or serve in a position where I can play a bigger part in our infrastructure.

**01:59**

[Music]