

**Job Description:** Program Manager  
**Reports To:** VP of Program & Strategic Partnerships  
**FLSA Designation:** Salaried, Exempt

**Department:** Program Management  
**Location:** 790 E. Johnstown Rd, Columbus, OH  
**Updated last:** March 21, 2024

**What you will accomplish:** As Program Manager (PM), you'll hit the ground running, tackling all aspects of managing and running the Client company online store(s). You love playing a central role and actively communicating and coordinating across Leaderpromos assigned sales rep, customers, other internal departments, and outside suppliers to make sure we're delivering the solutions our customer can count on. You'll bring your big ideas and solutions, dive into product research, and occasionally lend a hand in quoting, artwork, and presentations. You'll play a key role in ensuring the ship stays on course (and the waters aren't too bumpy).

You've also got an eye for the details, big and small. You'll be accountable for merchandising, accurate order entry, inventory management, timeline management, expense management, and on-time delivery. You'll follow up with suppliers and the customer to ensure products are shipped on schedule and help keep our customers delighted and happy. You'll also create and adhere to the yearly Marketing Calendar for their clients.

Finally, you'll be in charge of preparing and presenting, in collaboration with the assigned sales rep, all Quarterly Business Reviews. You'll manage all promotions and sales incentives, the execution of on-site sales (if necessary), and keep growing revenue in the accounts that they manage.

**Job Responsibilities:**

- Serves as a liaison and primary point of contact for cross functional partners/brands acting as a Program Manager to evaluate, prioritize, develop, manage, implement, and test all online website initiatives.
- Serve as one of the points of contact for our vendors.
- Oversees the user experience of assigned Program websites including site navigation, content development, online sales funnels, and online promotional campaigns.
- Partner with the designated team to maintain inventory levels, perform inventory analysis, and place inventory orders to ensure proper inventory turns.
- Collaborate with cross-functional roles to prepare weekly, monthly, and quarterly reporting, including sales, inventory, Google Analytics, and Quarterly Business Reviews.
- Maintain relationships with Platinum and Preferred Suppliers for product sold on client company online store.
- Complete Co-Op forms for all product SKUs used in Programs.

**Qualifications:**

- Bachelor's degree; 5+ years marketing experience and/or training; or equivalent combination of education and experience
- Experience with management of clients, as well as vendors
- Demonstrated strong business judgment and decision-making skills; ability to identify, prioritize, and articulate highest impact initiatives.
- Proven leadership of large eCommerce projects
- Experience with B2B and B2C eCommerce
- Extensive knowledge of eCommerce technology and web analytics
- Must have 2 years Promotional Products industry experience.

**Required Skills:**

- Excellent written and verbal communication skills
- Strong organizational skills and ability to manage multiple priorities.
- Problem analysis and problem resolution at a functional level

- Inventory management
- Strong customer orientation

### **Be a LEADER every day**

At Leaderpromos Marketing Agency we love coming to work every day, and we have strong beliefs in how we show up to work together. When you join Leaderpromos, this is the commitment you make back to the organization. We are proud of what we do for our clients, and we are proud of how we do it—the culture we have built with each other. We are an inclusive, certified woman-owned business, focused on the individual growth and success of all team members. If you share a belief in these core values, then you should be a Leader too.

We **Lead with Confidence**. We lead with Innovation, creativity, open-mindedness, and commitment.

We **Embrace Change and Grow**. We believe diversity, inclusion, always learning, continual self-improvement, and being flexible makes us all better people.

We know that **Attitude is Everything**. We know that being positive and passionate will lead to high-level teamwork and accountability.

We Believe in **Doing the Right Thing**. We promise to be respectful, operate with integrity and awareness.

We are **Eager to Serve**. We believe in customer excellence, consistency, and executing and delivering results that matter!

We are **Resilient**. We take pride in our work, our community, and caring. Doing our part to make this world a better place.

### **About Leaderpromos:**

Leaderpromos is an award-winning and largest wholly woman owned promotional marketing agency. Our strategic approach and partnership mentality delivers custom products that promote top-of-mind brand awareness. We immerse ourselves in the customer's brand and align with our client's marketing strategies to create tailored solutions above and beyond expectations.

Just as it is important to our clients to distinguish themselves from the competition, we take the same approach at Leaderpromos. Our agency possesses the latest technology and resources to activate brands. Our global reach provides clients with worldwide-branded products regardless of their location. With extensive in-house exclusive services, we have become your single-source solution to deliver success. Leaderpromos' passion for creativity and dedication to our clients has ranked us among the top 1% of 26,000+ distributors nationwide. For more than 25 years, Leaderpromos has offered branding solutions backed with innovative ideas, the best technology, and a passion for delivering results.

Leaderpromos is an equal employment opportunity employer. We welcome everyone regardless of their race, color, religion, sex, sexual orientation, gender expression, national origin, age, disability, veteran status, or genetics. We provide an inclusive, open, and diverse work environment.

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