



## Promotional Products Solutions Manager

### ABOUT RED SWAG

RED Swag is a certified women-owned and operated rapidly growing promotional products agency. We are client-centric and powerRED by service. Our creative team works closely with clients to tell their story and communicate their message through the coolest swag, custom packaging and a lot of pizzazz!

RED Swag is comprised of a unique group of passionate individuals who love what we do. We are full of heart. We are kind. We are dedicated. We celebrate and embrace diversity, inclusivity and each other's individuality. We have each other's back and we work together to serve our clients and our community.

### ABOUT THE POSITION

The Promotional Products Solutions Manager (PPSM) will create and implement custom solutions based on client expectations and deliverables to ensure the success of each project. The PPSM will support the sales team by building strong client relationships and supporting all sales-related activities including researching, sourcing, negotiating, quoting, ordering and managing multiple projects. This position requires creativity, organization, a sense of urgency, a "will do" attitude and superb communication skills. This position offers the opportunity to grow within the company.

### ABOUT YOU

RED Swag is looking for a self-starter who thrives in a fast-paced, team environment where things change on a minute-by-minute basis! You must be proactive, detail-oriented, resourceful and be able to think outside of the box!

### IDEAL CANDIDATE

- Branded promotional industry experience
- Proactive Solutions-Focused – anticipate what might go sideways because things happen and how will you get it back on track?
- InspiRED to go above and beyond for client happiness
- Strong Work Ethic
- Curious
- Positive Attitude

### DUTIES AND RESPONSIBILITIES

- Maintain accurate CRM accounts
- Use CRM to track/manage sales opportunities including identifying, documenting and calendaring follow up action steps
- Respond to incoming emails and/or phone calls
- Attend regular team meetings – communicate sales opportunities, proposals, project status, potential issues, wins, action items
- Follow up on all action items with team, suppliers, and clients
- Follow up on outstanding quotes with the goal of closing orders
- Provide weekly order status updates, sales reports, and sales opportunities
- Be organized and able to prioritize and time manage multiple projects simultaneously.
- Work with the account manager and/or client to identify all project requirements including objective, messaging, specs, timeline and budget
  - Think outside the box and recommend innovative, cool and creative products and packaging solutions
  - Manage projects on-budget, on-time and strive to exceed client's expectations while providing exemplary service throughout the process

- Respond to all client communication (e.g. email, texts, phone calls, etc.) promptly
- Responsible for sourcing, negotiating, quoting and the entire procurement process
  - 📁 Confirm product pricing, availability, lead time, shipping information, decoration options, etc.
  - 📁 Provide aggressive competitive pricing through research and negotiation
  - 📁 Ensure products comply with environmental, social and product safety regulations and standards
  - 📁 Prepare sales quote and/or engaging presentation deck including detailed product details, decoration options, pricing, packaging options, etc.
  - 📁 Create purchase orders and manage the ordering process
  - 📁 Manage the artwork / graphic design
  - 📁 Manage the proofs and obtaining client approvals
  - 📁 Have an in-depth understanding of various production/decorating methods
  - 📁 Manage ordering, receipt, quality control and delivery of virtual and pre-pro samples for clients
  - 📁 Monitor tasks, activity, and progress against project timeline to ensure deliverables are on track and profit margins are maintained
  - 📁 Provide oversight and resolution for any supplier production and/or shipping issues
  - 📁 Actively resolve routine problems
  - 📁 Quickly escalate issues that could impact the success of the project and/or the profit margin
- Keep record of all client and supplier communication(s)
- Create and review for accuracy all sales quotes, presentations, purchase orders and invoices
- Send client/supplier thank you emails, cards, etc.
- Work with RED Fulfillment / Shipping Manager for all fulfillment, drop shipping and shipping needs
- Work with RED Warehouse Manager to track all incoming / outgoing samples, orders, etc.
- Research, source and develop creative ideas for innovative products for future
- Stay current with industry and technology trends
- Make recommendations for internal improvements and efficiencies
- Develop and maintain positive partnerships with suppliers
  - Initiate and/or participate in supplier meetings
  - Research and keep up with new product offerings
  - Keep up with and/or negotiate rebate programs, discounts, etc.
- Manage details of marketing campaigns to generate new and/or return sales leads
- Proactively research potential sales opportunities
  - Identify and research prospective sales opportunities and identify appropriate contacts
  - Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
  - Manage communication with prospective sales leads and send self-promo items
  - Track all communication/actions and follow up steps in CRM
  - Manage thank you cards and/or gifts for client referrals
- Build, launch and manage online stores for product fulfillment
- Continuing education/certification may be required
- Perform other duties as assigned

## SKILLS AND EXPERIENCE REQUIRED

- Excellent oral, written and interpersonal communication skills with people at all levels of the organization
- Demonstrated strong customer service skills
- Demonstrated ability to develop and retain new clients
- Demonstrated ability to provide outstanding and timely client service
- Able to keep calm and handle sensitive or difficult situations with tact, diplomacy, sound judgement and grace
- Strong sense of urgency and timeliness is a must
- Self-motivated with a strong work ethic that supports working independently with limited supervision
- Excellent organizational and task management skills
- Exhibits a sense of ownership over work
- Able to initiate, plan, prioritize, time manage and execute multiple projects simultaneously on-time and on-budget
- Able to work effectively and deliver under pressure
- Flexible and able to adapt quickly to change

- Thrives in a fast-paced environment
- Proposal writing - RFP writing a plus
- Attention to detail
- Proactive analytical thinker, solution-oriented and able to assess and communicate risks
- Strategic and critical thinking skills
- Creative and able to identify and research innovative product solutions
- Extensive knowledge of Adobe Creative Cloud
  - Experience with Adobe Illustrator is not required but is a plus
- Knowledge of graphic design, Prepress and digital file formats is not required but is a plus
- Experience with Commonsku is not required but is a plus
- Experience with Shopify is not required but is a plus
- Experience with CRM software is not required but is a plus
- Willingness to learn new software
- Enjoys working in a collaborative team environment
- Good humored with a positive “will do” attitude
- Able to seek, receive and respond positively to constructive feedback
- Knowledge of marketing, advertising and/or social media strategies is not required but is a plus
- Quick learner of business processes and procedures
- ASI® or SAGE® search engine (ESP® or SAGEOnline™) knowledge is required
- eCommerce knowledge or experience not required but is a bonus

## QUALIFICATIONS REQUIRED

- 3+ years of working in promotional products industry (distributor or supplier)
- 2+ years of working in customer service or sales support, including managing large accounts in a service or sales capacity
- 1-3 years of working in a sales support, customer service and/or project coordinator position
- Project management experience
- Bachelor’s Degree or equivalent experience in business, merchandising or related field
- Extensive knowledge of Microsoft Office Suite (Word, Outlook, Excel, PowerPoint, Teams, etc.)
- Reliable transportation

## WORK ENVIRONMENT

- This is a full-time remote WFH job but there will be occasion to meet in person at the office and/or attend client meetings
- Working on a computer and sitting for long periods (sitting, talking, listening)
- Limited travel
- Vision required to proofread and confirm correct color and focus

## COMPENSATION AND BENEFITS

- Compensation is based on industry knowledge and experience, proven skills with references
- Competitive Compensation Package (Salary and/or Hourly pay)
- Paid vacation
- Health, dental and vision and supplemental insurance available
- 401(k) retirement plan with matching!

## FINE PRINT

- Please check us out before applying at [www.redswag.com](http://www.redswag.com)
- Interested candidates should email their resume and salary requirements to [careers@redswag.com](mailto:careers@redswag.com)
  - Please **NO PHONE CALLS**
  - We will contact you to schedule a virtual interview if we would like to move forward

**RED Swag** is proud to be an equal opportunity and affirmative action employer.