

Brand Merch Coordinator

THE ROLE

You will contribute to the growth of ADVOC8's branded merchandise team, +Drop, by supporting merchandise and fulfillment projects big and small for our clients.

As a member of the Brand Merch team, you must understand the importance speed, accuracy, and follow-up have on the quality of the end product and are willing to learn what it takes to support the rest of the quickly growing team. Our team is about improving the process and doing the impossible. We don't say no -- we find a way to yes, and you should too. Be ready to be innovative, creative, and get the job done.

Day-to-day, you'll support the process from start to finish. This includes working with Brand Merch Managers on processing initial inquiries, sourcing products and decorators, creating presentations, developing and setting pricing, and working with our fulfillment team to ensure accurate delivery of products. You'll work with our network of supplier partners on price quotes, order tracking, and everything in between to fulfill successful projects. We are looking for someone who can support the order process all the way through, while being creative and problem solving along the way.

WHO WE ARE

ADVOC8 is an experiential communications agency. We work with corporate brands, nonprofits and associations to tell their stories by transforming existing mediums into experiences that build lasting connections. We use the power of strategy based experiential storytelling to partner with brands boldly seeking to change perceptions, actions and beliefs. We prefer to push boundaries with our creative and innovate beyond the industry expected, while offering a fluid project management process. We build lasting relationships with our clients and consider ourselves extensions of their team. At ADVOC8, our approach to creativity is collaborative. All ideas are welcome, curiosity is encouraged and growth is a priority.

Our Brand Merchandise operation, +Drop, specializes in out-of-the-box and unexpected moments. We design, produce, and fulfill unboxing experiences of branded merchandise and custom products that are big, bold, creative, and game-changing. Anybody can slap a logo on a t-shirt. We can make it an experience.

RESPONSIBILITIES

Reporting to the Director of Brand Merchandise, you will assist the team in delivering for our clients, increasing profitability and finding ways to grow the business line.

You will be responsible for the following:

- Support Brand Merchandise managers with product inquiries, pricing, support and billing.
- Assist in execution and tracking of the ordering process, including the creation of proposals, sales orders, purchase orders and preparing invoices.

- Assist with product and decoration sourcing and research.
- Support the fulfillment process by keeping data in the warehouse management system accurate and up to date.
- Assist in tracking expenses, replying to AP inquiries and other financial admin tasks.
- Assist in compiling data to create reports on inventory, project financials and other business intelligence metrics.
- Manage ongoing working relationships with suppliers.
- Proactively manage daily customer support requests/inquiries.
- Assist the larger team in developing and improving standard operating procedures, workflow and process.

SKILLS & QUALIFICATIONS

- Is a hard worker with 1-2 years experience in the industries of brand merchandise, promotional products, signage or other related fields.
- Really sweats the details and is dedicated to accuracy and organization.
- Is a lover of making killer presentation decks infused with creativity to sell big ideas -- not just products and pricing.
- Is proficient in math and understands profit margins and sales.
- Is a rockstar under pressure with an ability to multi-task and deliver under tight deadlines in a fast-paced environment.
- Is technically savvy; knows their way around computers and the cloud. Most importantly is proficient manipulating data in Microsoft Excel and Google Sheets. Prior experience with warehouse/inventory management platforms is a bonus.
- Ideally, knows the basics of Adobe Illustrator and/or Photoshop to create mock-ups and make minor changes to keep the wheels of a project turning.
- Is a solid team player who is willing to roll up their sleeves and conquer any challenge.
- Loves logistics and shipping (you're secretly a member of the USPS fan club).
- As an added bonus, has experience using SAGE Online, ESP or other supplier search applications.

BENEFITS

- Collaborative and creative work environment
- Competitive base salary, with additional performance based incentives
- Health Insurance: 100% coverage of medical insurance for all employees
- Health Insurance: dental and vision insurance for all employees
- 401k, FSA and reimbursements for mobile phone usage
- Professional development and training reimbursements
- Unlimited vacation and personal time
- Paid parental leave

This team member will work out of our Charlotte, North Carolina office. Candidates must be legally authorized to work in the US, at this time we are not able to provide sponsorship.

ADVOC8 is an Equal Opportunity Employer, committed to achieving a diverse workforce and prohibits discrimination and harassment of any kind: ADVOC8 is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at ADVOC8 are based on business needs, job requirements and individual qualifications, without regard to age, race, color, religion, age, national origin, ancestry, disability, marital status, gender, sexual orientation, gender identity, gender expression, veteran status, or any other status protected under federal, state, or local law. ADVOC8 will not tolerate discrimination or harassment based on any of these characteristics.