

# Brand Merch Manager

## THE ROLE

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

As a Manager, you 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 manage and execute the process from start to finish. This includes working directly with clients on processing initial inquiries, sourcing options, creating presentations, developing and setting pricing, and ensuring 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 see the order process all the way through, while being creative and building a relationship with clients from proposal to billing.

## 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 client communications for product inquiries, pricing, support and billing.
- Execute and track the merch ordering process, including the creation of proposals, sales orders, purchase orders and preparing invoices
- Ensuring minimum margins are met on sales orders

- Work with warehouse team to ensure merchandise flows through the fulfillment process and delivery to the client smoothly
- Work with accounting and finance to track expenses, reply to AP inquires and other financial metrics
- Compile metrics and reports to monitor inventory, financial position and other business intelligence
- Facilitate our relationship with suppliers to ensure the best pricing, support and quality control
- Manage and solve (with the team's assistance) support tickets daily.
- Assist in developing and organizing standard operating procedures with the rest of the team

## SKILLS & QUALIFICATIONS

### Our Perfect Candidate...

- Is a hard worker with 4+ years experience in the industries of brand merchandise, promotional products, signage or other related fields
- Is equal parts project manager, creative mastermind, and relationship-builder
- Really sweats the details and is dedicated to accuracy and organization
- Stays up on industry trends and current retail trends
- 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 margins, profit, and sales
- Is a rockstar under pressure with an ability to multi-task and deliver under tight deadlines in a fast-paced environment
- Is a terrific communicator who can clearly articulate his/her ideas and the ideas of others.
- Is technically savvy; knows his/her way around computers and the cloud.
- Has experience using SAGE Online, ESP or other supplier search applications (preferred)
- Knows the basics of the Illustrator 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 to solve any challenge
- Is independent and knows how to handle lots of responsibility without hand-holding
- Loves logistics (like UPS).
- Is a problem solver who sees a problem before it's a problem, and fixes it
- Has excellent critical thinking skills
- Prior experience with warehouse/inventory management platforms is a bonus

## 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

We have transitioned from a once Washington DC based agency to being Washington DC born. This position is not location-based. 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.