



We Make It
Happen

DIRECTOR OF OPERATIONS

Who We Are:

Pride Products has been helping companies promote their brand through promotional products/swag for over 24 years. We are located in Livingston, NJ but this position is remote.

What Sets us Apart:

1. Our responsiveness to our clients.
2. hunger to do our best for our clients so we grow our business.
3. Our desire to continuously learn and improve.
4. Our ability to think carefully and creatively to help our clients and each other.
5. Our positive, can-do attitude.

Role:

The director of operations is responsible for overseeing many of the business's daily activities, and directing and coordinating actions across the organization and identifying areas for improvement.

If you like to be creative, work hard, work fast, be relentless in figuring things out, and get excited about succeeding, then we would like to meet you.

Some of your daily responsibilities will include:

- Working side by side with the owners to learn how to run the company.
- Supporting and managing the Client Services, Business Development and Finance Teams
- Servicing several client accounts of your own.
- Identifying sources of business and helping to develop and implement a plan to obtain the business
- Assisting the Client Services Team with problems arising with clients and vendors
- Spearheading special (out of the box) and custom projects for clients to support the Client Services Team
- Developing the company store business and managing the current stores
- Developing and managing vendor relationships
- Identifying areas to increase efficiency and profitability, employee culture and moral, and sales and implementing relevant solutions

Who We Need:

- Great communicator: This is a management role so communication is vital. This is also a client facing role, so you need to be a good writer with impeccable grammar, spelling and syntax, and be confident on zoom and the phone. Also need to be able to make hard decisions and convey them to the team.
- Strong problem-solver: You will need to help the team resolve problems with clients and vendors in addition to coming up with creative solutions.
- Well-developed ability to connect with people: You must be excited to speak with teammates and clients, and be super responsive, proactive and hungry to expand sales with existing clients.
- Meticulously detail-oriented even when juggling many projects at the same time: Organizational skills are key to managing all the different areas.
- A learner: We need someone who loves to learn ways to improve our policies and procedures and grow our business.
- A positive, upbeat, enthusiastic attitude towards clients and teammates.

What You Can Expect:

- You will join the Leadership Team and become an integral person in running and growing the business
- Learn how Pride Products operates and help the company grow
- You will work closely with the Business Development, Client Services and Finance Teams and Owners
- Receive on-going feedback for improvement
- A fun company culture with “Fun Fridays,” weekly team meetings, and other employee appreciation events

Qualifications:

- Ideally: 5+ years of work experience in the promotional products industry
- Managerial experience
- Proven track record of increasing sales

Join Us:

This is a remote full-time salaried position. We offer:

- A competitive salary with growth incentives
- Health Insurance
- Paid Time Off
- Work from anywhere
- An agile start-up like work culture where we are always looking to learn and improve

If Interested:

Please submit your resume AND cover letter to wferber@pride-products.com.

Use the subject line “Your Name – Director of Operations.” We would like you to share with us how you are who we need based on the above description.