

Who We Are

Brand+Aid is a merchandise agency with spunk. Our specialty is creating custom merchandise and promotional products for brands and their end-users. From headwear and shirts to one-of-a-kind products, we run the gamut when it comes to making impactful merchandise. From brands like Adidas and Goldman Sachs to government entities, ad agencies and bands; we serve a host of clients. Every brand needs exposure of some kind and we pride ourselves on building product collections that leave lasting impressions. The “Golden Rule” is the backbone of our service philosophy, response times, and project timelines. We maintain robust and positive relationships with our entire ecosystem. If they don’t look good, we don’t look good. Take a closer look at [Brand+Aid](#).

Our Commitment to You

We believe when the Company grows financially, our staff should grow financially as well. We commit to being active listeners and trainers. We’ll do all that we can to set you up for success, then it’s up to you!

We’re Looking For

A hyper-organized team player who thrives in an environment where you can be yourself. We might be right for each other if you are:

- Exceptionally organized
- Extremely detail-oriented
- Comfortable with data analysis
- Possess a basic knowledge of accounting principles
- Committed to delivering client projects on time (or better yet, early)
- Focused on the end goals and able to enjoy the journey
- Fast paced and enjoy working hard
- Thick skinned and wired to work hard and play hard

We don’t give awards for showing up but we do reward for going above and beyond!

We’re Not Looking For

- Solo flyers - if you like working by yourself and answering only to yourself then you should probably bail out now
- Those threatened by change

Title: Operations Manager

Oversee operations at Brand+Aid related to order processing, invoicing, accounts receivable, supplier management, shipping, and logistics from sales order approval to delivery date.

Essential Duties and Responsibilities

1. Improve efficiency and standardization of production & order processing that drives consistency and order accuracy
2. Communicate order deliverables & timelines with Sales team
3. Maintain bottom line margin \geq 40% on all orders

4. Evaluate receivables to maintain \leq 30-day payments of client invoices
5. Maintain $<$ 2% order errors annually
6. Provide data on margin discrepancies, deposits, accounts payables, and accounts receivables to Finance Team & Management (as needed)
7. Create client-facing project trackers for the Account Team upon project shipment
8. Prepare and share shipping cost reports with account and management teams
9. Provide fulfillment bids to Sales team (as needed)
10. Provide courteous & timely order communication with Clients and Suppliers
11. Commit to peer-to-peer training in order to improve efficiencies across the organization
12. Support with hiring efforts when onboarding new Operations staff

Position Standards:

1. Complete all order processing, bill posting, and client invoicing each day
2. Effectively manage vendor relationships through the establishment and implementation of policies and systems to be used within the company
3. Promptly respond to Sales Rep needs regarding orders statuses
4. Remain accessible to sales reps during business hours should order inquiries or change requests be submitted by clients
5. Prioritize orders, deadlines, supplier inquiries/emails, and order resolutions beginning each workday

Requirements

- Bachelor's degree in business or equivalent combination of experience and education
- 3-5 years of production and/or operations experience in promotional products, ad agency or marketing function
- Proficient in Microsoft & G-Suite applications
- Experience with ERP and CRM systems (Ideally CommonSKU and Pipedrive)
- Excellent oral, written and interpersonal communication skills
- Detail oriented, exceptional organizational skills and the ability to deliver under deadlines with a high level of accuracy
- Strong work ethic that supports working independently under minimal supervision as well as the ability to work effectively in a collaborative team environment with a dynamic range of people
- Ability to handle sensitive situations with tact and well-reasoned judgment
- Curious, flexible and good humored with a positive “can do” attitude
- Willing to proactively seek out information, training and other resources needed to facilitate continual professional development necessary to be successful in this position

If this sounds like you and what you want out of your career please contact us at lee@brandaiding.com to schedule an interview!