



**JOB TITLE:** Program Specialist  
**REPORTS TO:** VP of Operations  
**LOCATION:** Fully Remote  
**FLSA CLASS:** Non-Exempt, Hourly  
**POSTING DATE:** 28-Jul-2023

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**BASIC FUNCTION SUMMARY:**

Under the direction of the Associate Director of Sales Support, the Program Specialist will play a crucial role in providing vital operational support to our corporate programs post-implementation. Your expertise will be instrumental in areas such as order placement, key project initiatives, collateral liaison, reporting, CBR preparation, and online store feature set/enhancement delivery. Your commitment to staying informed about industry trends and best practices in program management and operational excellence will drive continuous improvement and elevate the performance of our corporate programs.

In this pivotal role, your dedication to operational excellence will contribute significantly to the success and growth of our organization's initiatives.

*The following duties are not intended to serve as a comprehensive list of all duties required in this position. This job description is intended as a representative summary of the major duties and responsibilities. This role may not be required to perform all duties listed and may be required to perform additional duties as requested.*

**ESSENTIAL FUNCTIONS: Duties, Skills, Responsibilities and Expectations:**

**Client Interaction:** Provide clients with idea and solution generation, conduct product research, and prepare quotes, artwork, and presentations as needed. Be the primary point of contact for client inquiries, refunds, exchanges, and complaints via phone or email, recognizing the impact on the company's revenue growth.

**Cross-Functional Collaboration:** Act as a liaison between cross-functional partners (accounting, sales, marketing, and merchandising) and brands to facilitate smooth order processing and coordination.

**Online Store Initiatives:** Collaborate with the PAM to evaluate, prioritize, develop, implement, and test online company store initiatives, ensuring an enhanced user experience and effective promotional campaigns.

**Inventory Management:** Assist the PAM in inventory analysis and work with Order Entry and Support to place inventory orders, ensuring optimal inventory turns and meeting bottom-line requirements.

**Merchandising and Product Management:** Utilize the ePromos Preferred Supplier Program for merchandising, maintain a core items collection for program merchandising, and manage product data in the Master Product Sheet. Ensure brand compliance and create standard operating procedures (SOPs) for reference.

**Order and Sample Process Management:** Demonstrate an in-depth understanding of the order/sample process life cycle post-sale, addressing stock delays, production issues, back orders, and more. Collaborate with suppliers and warehouse for order status and issue resolution.

**Data Maintenance and Reporting:** Maintain accurate data in product descriptions, generate sales reports, and process inventory-related tasks like min-max levels per SKU, closeouts, and more. Maintain monitoring mechanisms and preparing comprehensive reports, dashboards, and presentations, you will effectively communicate progress, achievements, and areas for improvement to management and relevant stakeholders.

**Additional Support:** Assist with inventory management for road show products, sample remerchandising, kitting, creating Statements of Work (SOWs), and managing communication with the warehouse. Seek opportunities to streamline processes, reduce redundancies, and enhance operational efficiency, you will collaborate closely with internal and external stakeholders to gather feedback, address concerns, and establish effective communication channels.

**Adherence to Procedures:** Ensure compliance with service level agreements (SLAs) and follow company processes and procedures. Maintain alignment with established timelines, budgets, milestones, resource allocation, performance metrics, and quality standards, you will ensure the smooth execution of program activities.

**Other Duties:** Perform other duties as requested or assigned to support the efficient functioning of the program.

*Maintain appropriate physical and mental health required to perform the essential functions of position*

**MINIMUM REQUIREMENTS:**

- 3+ years' verifiable experience within the promotional product industry
- Proficient in managing eCommerce projects, including both B2B and B2C platforms
- Skilled in effective probing, listening, and identifying customer needs to determine appropriate solutions
- Excellent written and oral communication skills
- Sound judgment in decision making and problem solving
- Ability to work independently or team as required by the task or project
- Always maintain the highest level of confidentiality and professional conduct

**Required Education:**

- High School diploma or equivalent

**WORKING CONDITIONS:**

- Position is fully remote to the US only
- Ability to accommodate multiple time-zones with primary ET (EST/EDT)
- Dedicated workspace and high-speed internet
- Frequent video conference/email/chat

**PHYSICAL DEMANDS:**

- Maintaining a stationary position for up to 50% of the workday
- Consistently operate a computer and other productivity equipment including keyboard, webcam and document scanner
- Clarity of vision of 30" or less
- Ability to perceive sound in the capacity of oral communication
- Exertion of up to 10lbs. of force as related to lift or move of objects

***We are an Equal Opportunity Employer!***

ePromos is committed to creating a diverse workplace environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.