

Project Operations Coordinator

DESCRIPTION

What's the Job?

ADVOC8 is looking for a Project Operations Coordinator to join our Internal Operations crew. The Project Operations Coordinator will play a critical role supporting merchandise and fulfillment projects. The ideal candidate will have a proven track record of successfully managing multifaceted projects. The successful candidate will be a proactive and adaptable individual, capable of managing a diverse range of responsibilities efficiently and effectively. The Project Operations Coordinator reports to the Senior Operations Manager.

WHO WE ARE

At ADVOC8, an experiential communications agency, we partner with corporate brands, nonprofits, and associations to create transformative experiences that foster enduring connections. Our strategy-based experiential storytelling approach empowers brands to challenge perceptions, inspire actions, and shape beliefs. We are committed to pushing creative boundaries and exceeding traditional expectations, underpinned by a fluid project management process supported by senior-level oversight and collaboration. We cultivate long-term relationships with our clients, considering ourselves an extension of their team. Collaboration fuels our creative process, where all ideas are valued, curiosity is nurtured, and growth is prioritized.

Our Brand Merch Division, &drop, partners with brands to craft custom merchandise and unique gifting experiences from inception to delivery. Our team is dedicated to ensuring that every item is not only a reflection of a brand's identity but also delivered with precision and care. Joining us means being a part of a team and process that merges creativity with logistical expertise, making every project a seamless journey from concept to customer.

RESPONSIBILITIES

- Manage and execute in-house fulfillment projects, overseeing the entire process from inventory control to final delivery.
- Take ownership of the fulfillment and logistics aspects of assigned projects and clients to make sure their goals align with customer needs and company standards.
- Work closely with the People Operations and warehouse teams to ensure the effective coordination of temporary workers based on project needs. Lead teams of temporary workers when required.
- Collaborate with project managers to develop detailed project plans, timelines, and deliverables for gifting and fulfillment projects and programs.
- Track project progress and communicate updates to the team regularly.
- Work closely with internal teams, external vendors, and clients to facilitate information flow.
- Conduct quality checks on merchandise and promotional materials to ensure they meet standards and specifications.

- Gain a deep understanding of project and program inventory to be able to maintain and guide the team on projects and communicate with clients on inventory levels.
- Address and resolve any issues related to product quality.
- Coordinate the logistics of projects, including inventory management, shipping, and distribution.
- Other duties, special projects or reporting as assigned.
- Implement lean manufacturing initiatives for continuous improvement in production workflow and productivity.
- Provide customer support, handle invoicing tasks, and communicate with clients and team members.
- Actively participate in training and professional development, and assist in training new personnel.

REQUIREMENTS

- Proven experience in project coordination or management, preferably in the merchandising, hospitality or marketing industry.
- Ability to work independently and collaboratively in a team-oriented environment.
- Strong organizational and time management skills, with the ability to handle multiple tasks simultaneously.
- Excellent written and verbal communication skills.
- Proficient in using office software (e.g., Slack, Google Workspace).
- Demonstrated problem-solving abilities and a proactive approach to challenges.
- Ability to thrive in a fast-paced and dynamic work environment.
- Strong attention to detail and accuracy.
- Able to identify opportunities to improve the processes of the position.

COMPENSATION

Benefits

- Collaborative and creative work environment
- Competitive base salary, with additional performance based incentives
- 100% coverage of health, 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
- Flexible work schedule
- Company-provided computer



We have transitioned from a once Washington DC-based agency to being Washington DC born. This position is located in our Charlotte, NC warehouse location, which is open Monday–Friday from 7:30am–4:00pm. Candidates must be legally authorized to work in the U.S.; at this time, we are not able to provide sponsorship.

At ADVOC8, building an inclusive team that celebrates our differences is integral to our success. We strongly encourage people from underrepresented groups to apply even if you don't meet all qualifications.

ADVOC8 is an Equal Opportunity Employer, committed to achieving a diverse workforce, and prohibits discrimination and harassment: 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 race, color, religion, age, national origin, ancestry, disability, neurodivergence, marital status, gender, sexual orientation, gender identity, gender expression, pregnancy, exercising the right to family care and medical leave, 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.