



Location: Owings Mills, MD

Updated: 6.15.2018 KS

Job Title: Branded Products and Apparel Operations Manager

Department: Sales

Reports To: VP Business Development

Position Summary:

- Oversee the Branded Products and Apparel services division of Strategic Factory
- Manage and direct the work of the Promotional Products team
- Attend networking and marketing events on behalf of Strategic Factory
- Consult with vendors and estimators to maximize cost efficiency and customer satisfaction
- Researching customer leads and fostering positive customer relationships
- Serve as an industry expert, and share your expertise to educate and drive sales

Essential Duties and Responsibilities

- Must be outgoing, respectful, energetic, trustworthy, confident, presentable, and highly motivated!
- Must have at least 3-5 years experience working with branded products and apparel
- Must be operationally focused
- Must be a Subject Matter Expert, comfortable educating both clients and staff in all things related to Promotional Products and Ad Specialties.
- Must be able to interface and effectively communicate with our production staff, sales staff, and customers.
- Must be detail oriented and computer-literate.

Nonessential Duties and Responsibilities

- Work on job assignments in other departments as instructed

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or

abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience**

High school diploma or general education degree (GED) is required but, although preferred, no prior experience or training in customer service is necessary

- **Language Skills**

Ability to read and interpret important documents, especially work orders and customer correspondence

Ability to speak effectively in front of co-workers, managers, and especially customers

- **Mathematical Skills**

Ability to add and subtract numbers and to multiply and divide with 10's and 100's
Mathematical operations applied to calculating simple costs is critical

- **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standardized situations.

- **Computer Skills**

Performing this job successfully requires that an individual have a solid understanding of computers, data entry, and email applications

- **Other Qualifications**

- Capable of setting up and operating office equipment such as an all-in-one copier
- Ability to write effective correspondence to customers and coworkers
- Ability to pass a background check
- Vision abilities required by this job include being able to see clearly at 20 inches or less, distinguish colors, and adjust focus.

- **Job Competencies**

- Strong attention to detail
- Thorough – marked by full detail and completion
- Displays a strong team-oriented mindset
- Excellent communication skills
- Good interpersonal skills – developing relationships with coworkers and customers
- Positive attitude
- Superb multitasking skills
- Concern for others
- Committed to company mission and values

Physical Demands and Work Environment

- Physical demands

- While performing the duties of this job, one is regularly required to sit at a desk and answer phones and work on computer desktops. Occasionally, standing and walking to copiers, printers, and scanners is required. The associate must occasionally lift and /or move up to 25 pounds.
- Work environment
 - While performing the duties of this job, the associate is regularly exposed to noise typical of an office environment such as printers, computers, and phones operating.

What does success and failure look like?

At the successful completion of your 90-day introductory and training period, you should be able to:

1. Answer phones, assist with general customer questions, know who to direct call to for sales and pricing.
2. Be able to easily and quickly go into flex to look up and update customer information including:
 - a. See open jobs, view work order details (due dates, shipping information, contacts)
 - b. Enter/Update customer information, credit cards, etc.
 - c. Create pdf quotes and email.
 - d. Create change orders – moderate requests for disposition, promised dates, vendor timelines and notes.
 - e. Enter reorders from email/phone calls, online orders – catalog and versadoc.
3. Use the online WIP to check order status.
4. Promo Items – call vendors, confirm pricing, time line, order instructions, build in flex.
5. Paperwork – print work orders, quotes, customer art, create pink sheets, delivery tickets and purchase orders.
6. Place files and paperwork on the QIP/WIP

Specific competencies you will be evaluated on are as follows:

1. Attention to detail / Quality of work

- a. Must look at situations beyond the surface, understanding all the requirements. Gain knowledge of a project first hand; don't solely rely on others for their perception. People with a cavalier attitude often fall short when it comes to details. Understand that the quality of the work directly relates to customer satisfaction and overall performance.

2. Dedication / Commitment

- a. Do whatever it takes to get the job done. Know that your personal schedule may be impacted at times by work commitments due to the deadline-driven nature of our business.

3. Lead by example

- a. Actions speak louder than words. If you expect your team members to perform a certain way, you need to be performing that way. For example, if your attendance is poor, you can expect your team members to also have attendance issues. Through your

day-to-day interactions with your team members, you are either gaining their respect or losing it; there's no middle ground.

4. Follow-up

- a. It is vital that you get back to your customers and fellow team members about questions and concerns. Failure to do so will damage your credibility and will impact the willingness of others to work with you.

5. Project Comprehension

- a. Displaying the ability to tie all components of a project together. Having the ability to see the big picture. Having the vision to see how a project will move through to completion, planning accordingly and providing accurate information to the customer.

6. Analytical ability

- a. Ability to look at a situation and apply logic in resolving. Having a methodical approach to problem solving; not shooting from the hip.

7. Decision Maker

- a. You will need to make difficult decisions and will not be right 100% of the time. To avoid making decisions is avoiding your responsibility. If your supervisor needs to be consulted routinely before you make a decision, you are not doing your job.

8. Ability to manage independently

- a. You should keep your manager informed of important topics in your area, but you should be able to effectively manage yourself and your workflow on a day to day basis.

9. Proactive thinker / Problem solver

- a. Need to continuously be striving for improvements and always questioning processes. If you only make adjustments and improvements when they are pointed out to you, you are not doing your job successfully.

10. Strong Communication Skills

- a. You need to become intimately familiar with components and expectations of the up-front contract and apply these communications principles in each interaction. If customers and fellow team members are routinely not getting what you've agreed to when you've agreed to it, we'll know you're struggling.

11. Strong Organizational skills

- a. Must be well organized and able to meet deadlines. Need to be able to multi-task and not let one project or responsibility suffer at the expense of another. Written documentation is critical and can't be overlooked. Failure to document and communicate customer needs is not acceptable and will result in redone jobs.

12. Efficiency Driven

- a. You need to realize the impact your decisions make on the bottom line. If you don't have time to do it right, you will need time to do it over. You must have a global perspective in regards to how your decisions impact the organization.

Indicators you can't handle the job:

Lack of a sense of urgency

Lack of communication to others affected by your actions - upward or downward

Inability to focus on supervisor's assigned tasks – unwillingness to be managed, overstepping authority level

Inability to make sound decisions related to prioritization, time management and customer needs

Absenteeism

Frequent customer complaints

Not following up in a timely manner

Not communicating deadline concerns to supervisor – continuously missing agreed upon deadlines without communicating ahead of time

Leaving key issues unresolved – Both departmentally or from customer feedback

Frequent interpersonal issues with fellow team members

Lack of efficiency awareness

Lack of Teamwork – inability to work with fellow team members, the team must be more important than the individual

Lack of departmental respect – Customers or team members show a disregard for you in your role, you must be worked around

Inability to manage a complex problem – multi-process and/or multi-vendor jobs

Lack of documentation – not having the ability to, or not paying attention to, the written requirements of the job a customer is requesting

Unable to understand the impact your recommendations or actions have on other departments, especially production departments