

Merchandise Manager/Fashion/Retail/Merchandise – Project Based

Full Time: 6 Month Project

1. POSITION SUMMARY: In the field of corporate MERCHANDISE PROGRAMS.

Responsible for the operation, execution of client proposals, and managing production orders to completion. Handles client correspondence, record keeping, inventory, billing, and vendor contacts. Provides ongoing sales and operations support for assigned Account Executive(s) to successfully develop existing and new business.

2. RESPONSIBILITIES / DUTIES

- Work with Senior Account Manager and Strategic Account Executive to operate sales for clients from beginning to end as assigned. Instrumental in the planning and strategizing with your Account Executive's client presentations. This may include merchandise for proposals, ordering samples, checking availability, assisting with price quotes, and attending client meetings. Oversee 50-75 production jobs plus client proposals on a monthly basis
- Responsible for all post program order placements and drop shipping. Must manage all tracking for internal and external needs. Also work with Customer Service Coordinators to monitor post program email and phone follow-ups for orders.
- Responsible for gathering all shipping materials pre & post program. Work closely with international and domestic couriers. Able to lift small and medium packages
- Responsible for assisting the Senior Account Manager on daily operations. Act as the client contact when needed. As Project Manager, you will make key decisions regarding production and/or engage Account Executive as needed
- Must take initiative in troubleshooting and handling challenges, delays, etc. Must have a "can-do, "whatever it takes" attitude
- Responsible for the processing of job folders: including but not limited to; proposal development, signed order acknowledgments, purchase orders, fulfillment requests, shipping arrangements, tracking, invoicing and all areas of customer service
- Responsible for managing costs and completing a billing turnover sheet at the end of the production cycle so billing is processed within 10 days of delivery
- New account set-up with vendors and attend tradeshow to find new vendors/items/ideas
- May also be asked to attend client programs and oversee on-site gift experiences.

3. REQUIREMENTS (SKILLS):

- 5 years Senior Project or Account Management experience in merchandise, fashion, retail and/or Incentives or premiums. Preferably **corporate and merchandise experience**
- Proficient in MS office products, specifically Outlook, PowerPoint, Excel and Word. Should also be comfortable learning new platforms
- Excellent customer service skills working with suppliers and clients
- Excellent organizational and project management skills as well as the ability to respond to a large number of phone calls and emails
- Ability to work in a team environment or independently
- Creative self-starter with excellent written and verbal communication skills
- Capable of prioritizing and meeting deadlines, and very strong at multi-tasking
- Basic understanding of accounting, mark-ups, pricing and general office procedures

4. EDUCATION REQUIREMENTS:

- College degree in a business field or Merchandising, Retail or Hospitality
- 5 Years of experience in incentive merchandise, fashion industry or promotional products