



## MerchRaise Manager

### **What's the Job?**

You will contribute to the growth of Advoc8's branded merchandise team, MerchRaise, by supporting merchandise and fulfillment projects big and small for our clients.

As a Manager, you understand the importance speed, accuracy, and follow-up have on the quality of the end product and are willing to learn what it takes to support the rest of the quickly growing team. Our team is about improving the process and doing the impossible. We don't say no -- we find a way to yes, and you should too. Be ready to be innovative, creative, and get the job done.

Day-to-day, you'll manage and execute the process from start to finish. This includes working directly with clients on processing initial inquiries, sourcing options, creating presentations, developing and setting pricing, and ensuring accurate delivery of products. You'll work with our network of supplier partners on price quotes, order tracking, and everything in between to fulfill successful projects. We are looking for someone who can see the order process all the way through, while being creative and building a relationship with clients from proposal to billing.

### **Responsibilities**

Reporting to the Managing Director overseeing MerchRaise, you will assist the team in delivering for our clients, increasing profitability and finding ways to grow the business line.

You will be responsible for the following:

- Support client communications for product inquiries, pricing, support and billing.
- Execute and track the ordering process, including the creation of estimates, sales orders, purchase orders and preparing invoices
- Ensuring minimum margins are met on sales orders (exceptions made by MD)
- Work with accounting and finance to track expenses, reply to AP inquires and other financial metrics
- Compile metrics and reports to monitor inventory, financial position and other business intelligence
- Facilitate our relationship with suppliers to ensure the best pricing, support and quality control
- Manage and solve (with the team's assistance) support tickets daily.

# ADVOC8

- Assist in developing and organizing standard operating procedures with the rest of the team

Our perfect candidate...

- Is a hard worker with 4+ years experience in the industries of brand merchandise, promotional products, signage or other related fields
  - Is equal parts project manager, creative mastermind, and relationship-builder
  - Really sweats the details and is dedicated to accuracy
  - Stays up on industry trends and current retail trends
  - Is a lover of making killer presentation decks infused with creativity to sell big ideas -- not just products and pricing
  - Is proficient in math and understands margins, profit, and sales
  - Is a rockstar under pressure with an ability to multi-task and deliver under tight deadlines in a fast-paced environment
  - Is a terrific communicator who can clearly articulate his/her ideas and the ideas of others.
  - Is technically savvy; knows his/her way around computers and the cloud.
  - Has experience using SAGE Online, ESP or other supplier search applications (preferred)
  - Knows the basics of the Illustrator or Photoshop to create mock-ups and make minor changes to keep the wheels of a project turning
  - Is a solid team player who is willing to roll up their sleeves to solve any challenge
  - Is independent and knows how to handle lots of responsibility without hand-holding
  - Loves logistics (like UPS).
  - Is a problem solver who sees a problem before it's a problem, and fixes it
  - Has excellent critical thinking skills
  - As an added bonus, has experience using ShipHero or CommonSku
- 
- Collaborative and creative work environment
  - Competitive base salary
  - 100% coverage of health, dental, and vision insurance for all employees
  - 401k, FSA and reimbursements for mobile phone usage
  - Unlimited vacation and personal time

This position is based at our office (under non-pandemic circumstances) in Washington D.C. with occasional travel required and the flexibility to work from home locally as we evolve. Candidates must be legally authorized to work in the US, at this time we are not able to provide sponsorship.

Advoc8 is an Equal Opportunity Employer, committed to achieving a diverse workforce and prohibits discrimination and harassment of any kind: Advoc8 is committed to the principle of

# ADVOC8

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 age, race, color, religion, age, national origin, ancestry, disability, marital status, gender, sexual orientation, gender identity, gender expression, 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.