



**JOB TITLE:** Branded Merchandise Online Store Manager  
**REPORTS TO:** VP of Sales & Operations  
**LOCATION:** Fully Remote  
**FLSA CLASS:** Exempt, Salary

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### **BASIC FUNCTION SUMMARY:**

The Branded Merchandise Online Store Manager (Major Account Program Manager/MAPM) will be responsible for cultivating and maintaining the relationships with Client's main stakeholders, as well as, all aspects of managing and running the online company store program(s), as assigned. The MAPM must attend/run the weekly Client calls to include notetaking, coordinate and communicate with customers all store related deliverables, and be the primary liaison for internal departments and outside suppliers daily to ensure accurate delivery of the overall solution sold to the Client. The Major Account Program Manager will provide the Client/Client's customers with idea/solution generation for inventory and on demand promotional product, ensure proper on brand artwork is in use or the store, and present for approval virtual and speculative product samples for inventory and on demand products, when necessary. The MAPM will also be accountable for inventory order entry review, inventory management including the weekly reorder report, timeline management, P & L management, and on time delivery. Finally, the MAPM will be responsible for preparing and presenting business reviews. This role will manage all promotions and sales incentives, identify new stakeholders to further grow sales, prepare and execute site sales as needed, and be a strong revenue growth partner to the sales team for all account(s) they manage.

*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, Responsibilities and Expectations:**

- Serves as a liaison and primary point of contact for cross functional client partners/brands to evaluate, prioritize, develop, manage, implement, and test all online website initiatives.
- Maintain inventory levels, performing inventory analysis, creating/updating the weekly reorder report, place inventory orders, ensure proper inventory turns and act on identifying and executing closeout needs.
- Work closely with billing teams to ensure all billing is prompt and per contractual guides.
- Collaborate with cross-functional roles to prepare weekly, monthly, quarterly reporting, including sales, inventory, and Google analytics, as well as quarterly business reviews.
- Oversee the user experience of the online company store including site navigation, content development, online sales funnels and online promotional campaigns and be their primary point of contact.
- Utilize ePromos PSS and Elite Supplier Program in the merchandising process; create and update a core items collection in which to merchandise programs. Complete Co-Op forms for all product SKU's used in programs.

## **MINIMUM REQUIREMENTS:**

- 5+ years' Promotional Product Industry experience
- 5+ years' experience with management of clients, as well as suppliers preferably in the Promotional Products Industry
- Significant knowledge of how promotional products are utilized.
- Proven / demonstrated sales experience developing and growing enterprise level accounts of \$1MM+ annually.
- Demonstrated strong business judgment and decision-making skills; ability to identify, prioritize, and articulate highest impact initiatives.
- Proven leadership of large eCommerce projects.
- Experience with B2B and B2C eCommerce.
- Extensive knowledge of eCommerce technology and web analytics.
- 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:**

- Bachelor's Degree
- 5+ years marketing experience and/or training; or equivalent combination of education and experience

## **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