



JOB TITLE: Brand Consultant
REPORTS TO: Director of Sales & Customer Success
LOCATION: Fully Remote
FLSA CLASS: Non-Exempt, Hourly

BASIC FUNCTION SUMMARY:

Under the direction of the Brand Consultant Supervisor, the Brand Consultant will deliver a high-quality customer experience that demonstrates situational fluency in product categories, industry verticals, and decoration techniques. This position will denote overall confidence, promote engagement of ePromos offerings (products & services), and has a high conversion ratio balanced with company approved margins.

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, Skills, Responsibilities and Expectations:

- Maintain a detailed and organized workflow throughout the day while prioritizing tasks and projects identifying underlying issues with causes towards improving our processes/systems for both immediate and long term
- Act as company liaison between customers, suppliers, and vendors
- Efficiently and timely qualify incoming sales leads, register contacts, and process customer requests maintaining company qualification rates
- Build brand loyalty through customer education and excellent customer service
- Collaborate with Sales Support Partner insuring order accuracy, inventory, logistics and customer satisfaction
- Expeditiously address in-process and post-order issues through designated ticketing system for swift resolution
- Meet department goals and objectives through meetings and communication with manager, team, and vendors through KPI's and/or organizational metric(s)

Maintain appropriate physical and mental health required to perform the essential functions of position

MINIMUM REQUIREMENTS:

- Inside sales or call center prior experience
- Fluency in promotional / branded products
- Fluency in decorated apparel – features, use, good/better/best and be able to recommend to all clients
- Experience working in NetSuite a plus
- Experience working in ESP/SAGE a plus
- 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:

- High School diploma or equivalent

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.