



**JOB TITLE:** Programs Specialist  
**REPORTS TO:** VP of Sales & Operations  
**LOCATION:** Fully Remote  
**FLSA CLASS:** Non Exempt, Hourly  
**POSTING DATE:** 25-Jan-2023

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**BASIC FUNCTION SUMMARY:**

The Program Specialist (PS) is responsible for acting as the liaison between Clients, partners and ePromos. The PS must coordinate and communicate with internal departments and outside suppliers daily to ensure accurate delivery of the solution sold to the Client. The Program Specialist will provide the Client's with idea/solution generation, product research, quoting, artwork, and presentations when necessary. The PS will be accountable for merchandising, order entry, inventory management, timeline management, and on time delivery. The PS will be responsible for the oversight of accurate order production and fulfillment workflow processes for assigned Client (s) to ensure timely shipment of product and overall customer satisfaction. The PS will assist the Major Account Manager, Sr. Program Specialist-Team Lead, or Enterprise Business Manager in day-to-day tasks, as well as with overall online store catalog management and updates as needed. The Program Specialist should be comfortable resolving Client complaints via phone or email as needed.

*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 partners/brands and working with the EBM/MAPM to evaluate, prioritize, develop, manage, implement and test all online company store initiatives.
- Assist in the execution and development of the user experience of assigned Program websites including site navigation, content development, online sales funnels and online promotional campaigns.
- Aid the EBM/MAPM in performing inventory analysis, work with Program Support Coordinator to place inventory orders and to ensure proper inventory turns.
- Serve as point of escalation for Client Experience Specialists as it relates to warehouse related issues such as backorders, delayed inventory arrivals, or product arrival/packaging issues.
- Utilize ePromos Preferred Supplier Program in 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.
- Work as needed with internal departments, service providers and supplier partners to resolve order, billing and assigned program related issues.

**MINIMUM REQUIREMENTS:**

- 3+ years' Promotional Product Industry experience
- Significant knowledge of how promotional products are utilized.

- Demonstrated strong business judgment and decision-making skills; ability to identify, prioritize, and articulate initiatives.
- Experience with B2B and B2C eCommerce.
- 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

**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