**Project Manager**

**Job Title:** Project Manager

**Reports to:** General Manager

**Department**: Operations

**FLSA Status:** Non-Exempt

**Supervisory Responsibility:** Program Fulfillment

**Position Summary:** This position directly reports to General Manager and is responsible for assisting in the logistical and administrative functions of the operations of onsite gifting experiences, virtual merchandise programs, and branded merchandise orders as well as supporting the sales staff as necessary. This truly is a client facing/customer facing/logistics position. Project management experience is crucial. In addition to general client services administration, this position performs duties such as coordination of international and domestic shipping, on-site staffing/fulfilment, product procurement, customer service, and working on special projects. Understanding of the supply chain and the impact of C19.

This position also answers non-routine correspondence and assembles highly confidential and sensitive information. Independent judgment is required to plan, prioritize and organize diversified workload, recommending changes in office practices or procedures. The ideal candidate must be well organized, detail oriented, customer focused, and have excellent time management skills.

**Essential Functions: On-Site Events**

* Assisting the team with event and branded merchandise order processing and tracking to ensure that all product is ordered and arrives on time for each event and deadline.
* Coordinating activation support kits with onsite event activations and ensuring that the kit is in proper working order at all times.
* Packing and shipping all activation support kits in correlation to domestic and International standards and deadlines to ensure in hands dates are met.
* Sourcing new supplies/décor for activations kits throughout the year, as well as staying current on the vendor’s branding.
* Assisting with creation/design/ordering the signage and/or printed materials necessary for all activations and maintaining the materials at par levels.
* Working with the General Manager to create standard operating procedures for the merchandising of product for onsite activations including but not limited to photographs of set ups, instructions on merchandising and coordination with the Brand Ambassador Liaison for implementation.
* Creating International shipping/customs paperwork.
* Managing and coordinating all post program order fulfillments as well as handling customer service issues as necessary.
* Communication to attendees for notification when items have shipped and follow up on shipped items for customer satisfaction purposes.
* Sourcing local items for onsite activations through DMCs and décor companies.
* Utilize critical thinking and ensure compliance with company policies.
* Handles all drop ship orders, tracking, and emails to clients.
* Handles packing and unpacking of kits sent to events.
* Purchase Orders.
* Creating shipping labels.

**Essential Functions: Virtual Marketplace**

* Ability to learn and manage WooCommerce Marketplace sites.
* Upload products to each site.
* Manage orders to make sure each recipient ordered correctly.
* Submit Purchase Orders for each program.
* Customer service (returns and exchanges).

**Program & Merchandise Coordinator Job Description**

* Creatively consult with sales managers on alternative options and provide guidance on program requirements.
* In-depth knowledge of cross functional processes and quality impact throughout the value chain
* Manage increasingly competing priorities and deadlines, providing outstanding support to our internal partners and external customer

**Job Specifications:**

* Possess extensive knowledge and understanding of the Event Planning industry and merchandising
* Proactive leadership skills, and demonstrate problem solving abilities
* Knowledge and enforcement of the policies, procedures, and goals of wpg
* Excellent verbal communications skills as well as proofreading, editing, and formatting skills, including excellent grammar, punctuation, and spelling
* Demonstrated ability to work independently with minimal supervision; to prioritize and resolve problems; and to complete tasks while working under pressure with multiple interruptions
* Ability to communicate courteously and effectively with public and internal customers to provide good customer service both in person and over the telephone

**Additional Requirements:**

* Must be a minimum of 21 years of age
* Must pass all required background checks

**Minimum Education and Experience:**

* Associate/Bachelor’s Degree preferred
* 5-7 years’ minimum experience in a customer/client facing role
* 5-7 years’ minimum experience in merchandising, project management, & logistics
* Strong project management skills
* Equivalent combinations of education and experience may be considered
* Positive attitude, people oriented, and results driven
* Exceptional communication skills (both oral and written)
* Complete discretion and confidentiality are required of this position at all times
* Competence to build and effectively manage interpersonal relationships at all levels of the company
* Ability to work independently and meet deadlines
* Experience with Microsoft Office Suite, Dropbox and internet research skills with an advanced level of competency.
* Knowledge of social media, content development and channel management: Linked-In, Facebook, Instagram, Twitter
* Highly organized, detail oriented, self-starter and ability to multi-task

**Working Conditions:**

* While performing the duties of this job, the employee is regularly required to perform grasping, talking, hearing, seeing and repetitive motions
* PHYSICAL DEMANDS: Must be able to lift, carry and balance up to 25 pounds (50 pounds with assistance), may include sitting or standing for extended periods of time.
* This job operates in a professional office environment with a hybrid model.
* This position may require occasional travel.