

BrandVia Alliance, Inc., a top 50 promotional marketing agency, is currently looking to add a Project Coordinator to our team. We are seeking a candidate who is an excellent communicator, detail oriented and enjoys working in a team-oriented environment.

Our ideal candidate has a winning attitude and expectation of success. They are enthusiastic, responsive, transparent, confident, self-motivated, and appreciate working in a fast-paced, customer focused environment. Being a team player and willing to pitch in at all levels is extremely important. They work to be 100% referenceable and know how to have fun.

POSITION: Project Coordinator

CLASSIFICATION: Exempt, Full-time, Benefits eligible

ACCOUNTABLE TO: Account Executive

POSITION SUMMARY:

Daily responsibilities include order follow up with suppliers and freight companies to ensure on time delivery of accurate product, high-quality client interactions, procurement and returning of samples, pre-invoicing of every order and securing client PO and/or other payment methods.

REQUIRED SKILLS/ABILITIES:

- Manage supplier and their production schedules ensuring the delivery and receipt of product is accurate and on-time
- Manage quality control on ordered merchandise -- quantity, sizes, accurate product and brand guidelines
- Manage all delivery of product to appropriate destinations (i.e. embroidery, screen print, end product to client) including constant tracking and updates on proof of delivery
- Coordinate receipt and review of production proofs. Verify accuracy to specification and order and secure final approval by client or Account Executive (AE).
- Communicate any and all issues/changes that impact production schedule immediately to the AE
- Communicate with customers via phone, email, or other written correspondence
- Proactively consider items that could impact a shipment from arriving on time (weather, strikes, etc.) and manage around them
- Proactively investigate, resolve and find solutions for customer complaints, problems and order related issues
- Help research and price merchandise for new projects. Retrieve quotes from suppliers and understand supplier's procedures, requirements, and lead-time.
- Coordinate with internal departments on customers' behalf to ensure customer needs are met
- Develop and grow relationships with customers by understanding their business needs, products and goals and provide solutions to best meet these needs
- Develop and maintain positive relationships with suppliers. Keeping track of what special agreements and pricing we have with our preferred suppliers.
- Develop strong industry and product knowledge and understand the value of

products, why/how customers use them

- Isolate and identify areas of improvement
- Finalize all outstanding billing information in a timely manner
- Other tasks as assigned

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. The employee must be able to operate a computer and remain in a stationary position for the majority of their shift and occasionally move about their workspace. The person in this position frequently exchanges information using email and other electronic communication methods and must be able to observe and report on communication received via phone and computer.

COMPENSATION AND BENEFITS

Compensation commensurate with experience. Benefits include: medical, dental, vision, flexible spending accounts, 401(k), paid holidays, and paid time off. Because we're a promotional marketing company, employees receive a lot of free swag, too!

BrandVia Alliance, Inc. is committed to providing equal employment opportunity and makes employment decisions without regard to race, color, religion, national origin, citizenship, age, sex, gender, sexual orientation, sexual preference, gender identity or gender expression, veteran status, marital status, disability, or any other characteristic protected under applicable laws and regulations.