

E-Commerce/Customer Service Coordinator - Promotional Products

Impact Dimensions, Inc. – Pennsauken, NJ

Job Description

1. POSITION SUMMARY:

NOTE: This position requires the candidate to be on-site at office. This is not a work-from-home position. Responsible for the operation and processing of **promotional products** website. Manage inquiries and orders to completion. Maintain client company stores-products and pricing. Manage pricing on client website and company accounting system. Oversee and manage product inventory levels. Handle client correspondence, record keeping, inventory, billing, and vendor contacts. **Ideal candidate would have experience in the Promotional Products Industry.**

2. RESPONSIBILITIES / DUTIES

- Work on Company Online Store, processing orders, following up on orders, matching all vendor and shipping invoices to each order for payment, capturing all bill back charges and submitting all paperwork to accounting for invoicing on a timely basis; assist in all phases of the operations of the sale. Share responsibilities of Customer Service 800 support via phone 800 number, on-line chat and email.
- Manage inventory levels of products; assist in physical inventory as needed. Update company accounting system following each physical inventory. Update inventory levels in website back office manager. Analyze turnover of products to determine inventory levels, make recommendations to manager. Develop reports for management as needed. Liaison with company store warehouse personnel including shipping and receiving.
- Sit in on weekly vendor appointments. Find new, innovative, fresh products and recommend products on the website.
- Make changes to all E-company stores as needed including adding products, images, descriptions and developing new product sku's for the site and in the accounting system. Work with manager and other team members to select new products for the site.

3. REQUIREMENTS (SKILLS):

- Promotional products or advertising specialty experience 3-5 years a plus.
- Must be proficient in MS Office, MS Outlook and Excel. Should also be comfortable learning new applications.
- Excellent organizational skills and management of small projects.
- Ability to work in a team environment.
- Creative self-starter with excellent written and verbal communication skills.
- 3-5 years of experience in customer service or high-volume call center support. Preferably promotional products on the distributor or supplier side.
- Capable of prioritizing and meeting deadlines.
- Basic understanding of accounting, mark-ups, pricing and general office procedures.
- Experience withing the Promotional Products Industry is preferred.

4. EDUCATION REQUIREMENTS:

College degree in a business, marketing, or advertising field preferred, but not required. Customer Service experience required.

Job Type: Full-time

Salary: \$17.00 to \$21.00 /hour