



Title of Position: Online Services Coordinator
Duration: Full-Time, Exempt, Permanent | Monday – Friday
Location: Raleigh, NC, Va. Beach, VA or Remote
Reports To: Online Services Manager

Summary:

Coordinates online service-related activities mainly associated to ecommerce merchandising storefronts for our largest clients. This position also assists with customer service-related functions.

Essential:

- End-to-end setup of branded products for company store websites: product imagery, copy, video, pricing and HTML or CSS updates.
- Ongoing company stores maintenance including store reviews to ensure quality assurance through Ecommerce guidelines, GDPR and PCI Compliance.
- Use Excel or other forms (pivot tables, vlookups, etc.) in addition to web analytics to organize data, monitor and make changes for online products and stores.
- Provide a suite of client reports.
- Customer support assistance via email and phone.
- Order entry, order follow-up, tracking and invoicing for store orders to ensure deadlines are met.
- Recognize, troubleshoot, and correct warehouse management system and process problems.
- Help with database inputs.
- Work directly with clients to support online services and sales teams.
- Any other task or duty as assigned or required.

Desirable Skills/Experience and Required Competencies:

- Experience in eCommerce solutions such as Shopify, BigCommerce or similar platform.
- Inventory Management skills.
- HTML, and CSS experience.
- API and Ariba experience.
- Proficient with Microsoft Excel and Quickbooks Enterprise Edition.
- Undergraduate degree. Concentration in accounting, marketing, retail or business administration.
- Experience working with order entry software.
- Strong verbal and written communication skills.
- Strong attention to deadlines.
- Strong project management, organizational skills and the ability to work as a team player.
- Ability to translate technical information to the team.
- General accounting understanding.
- Listening, Creative Thinking, Creative Problem Solving, Entrepreneurial, Continuous Learning, Attention to Detail, Self-Management, Inquisitive Nature, Administrative and Prioritization skill sets.

Job Specifications: (which we realize are slightly curious, but they are important, nonetheless)

- Ability to remain in a stationary position 70% of the time.
- Continually operate a computer and other office machinery.
- Communicate with suppliers and clients about product and order information.
- Distinguish colors and assess imprint accuracies or inaccuracies.
- Vision clarity within 2 feet or less.
- Ability to lift or force exerted occasionally up to 25lbs.
- Work pressures, disturbances of workflow, and/or irregularities occur on a regular basis.
- Make ongoing prioritization and re-prioritization decisions and communicate within a team.

- Project work must continue while assuring that day-to-day operations continue, and technical problems are resolved.
- Work with moderate to loud levels of music (rare heavy metal, punk and rap).

Application Process:

Please visit www.brandfuel.com. If, after review, you are interested please email résumé: resume@brandfuel.com. Please mention who you were referred by or how you heard about the opportunity. Only qualified candidates will be contacted.

Conditions of Employment:

- Pass a criminal history background check.
- Job offers are contingent upon the execution of more detailed Employee, Sales, and Non-Compete Agreements.

About Brand Fuel:

Founded in 1998, Brand Fuel is a free-spirited brand merchandising agency and web services firm with five offices/showrooms: Morrisville, NC, Norfolk, VA, Boston, MA, Greenville, SC and London, UK. As a full-service promotional products agency, Brand Fuel coordinates the selection, design, decoration, and production of logo merchandise for clients locally and worldwide. Since its inception, Brand Fuel has won Best Places to Work, Best Website, Best Showroom, Best National Marketing Event awards, Best Places to Work, and is recognized in the top 1% of the industry in revenues. We pride ourselves in our ability to challenge and help clients through inspiration, results and a tenured staff of vivid minds, magnificent personalities, positive attitudes and exceptional aptitudes in the promotional marketing industry.

Brand Fuel provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Brand Fuel complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.