



Title of Position: Online Services Coordinator
Duration: Full-Time, Exempt, Permanent | Monday – Friday
Location: Raleigh, NC, Va. Beach, VA
Reports To: Online Services Manager
Salary Range: \$34,000 to \$38,000

Summary:

Supports the Online Services team and coordinates online service-related activities. This position plays an important role in maintaining online stores and fulfillment for our largest clients. This position also assists with daily customer service-related and invoice processing functions on an as needed basis.

Essential:

- Coordinates with Online Store team and Production team to ensure proper branded merchandise inventory is received for go-live on store and for special fulfillment projects.
- Ensures products and order details are uploaded timely to our warehouse and store platforms.
- Manage order shipment and coordination with the warehouse to ensure customer requested delivery dates are met. Track and resolve fulfillment issues with warehouse.
- Provide customer support assistance via email and phone.
- Serve as a backup when other online services staff are out of the office or workflow is high.
- Serve as a backup for invoicing, including preparation and uploading invoices into company database.
- Use Excel or other forms to organize data, monitor and make changes for online products and stores.
- Any other task or duty as assigned or required.

Desirable Skills/Experience and Required Competencies:

- Prior Data Entry Experience is required.
- Intermediate experience with Microsoft Office
- Ability to support multiple projects simultaneously with tight deadlines on a consistent basis.
- Experience working with order entry software.
- Strong verbal and written communication skills.
- Strong attention to deadlines.
- Strong organizational skills and the ability to work as a team player.
- General accounting and inventory management understanding.

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.
- Assure 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 in the promotional products industry and Brand Fuel, 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:

Brand Fuel is a free-spirited brand merchandising agency and web services firm with five offices: Raleigh, NC, Norfolk, VA, Boston, MA, Greenville, SC, Michigan and London. Since its inception, Brand Fuel has won Best Places to Work, Best Website, Best Showroom, Best National Marketing Event awards and is in the top 1% of the industry in revenues. We challenge 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.