

BRANDED

by WILLIAMS ADVERTISING

PRODUCTION COORDINATOR

ABOUT US

Williams Advertising is a full-service marketing agency that also specializes in making creative branded merchandise. This position is within our branded merchandise division responsible for promotional products and merchandise, printing, apparel, online stores, gifts, loyalty programs, incentives, packaging, and custom items.

ABOUT THE ROLE

In this role, your primary responsibility will be sourcing and managing the production cycle. In coordination with Account Managers, you will be responsible for taking promotional products orders from concept to reality. In this role, you will provide support to sales, marketing, design and finance team members. This role reports to the Operations Manager. You will be responsible for:

- Sales support including quoting, pricing, ideation, building presentations, providing virtuals and mockups.
- Serving as a friendly, helpful point of contact for vendors, teammates and clients.
- Utilizing order management software, entering and processing orders with complete accuracy, and examining proofs for accuracy and routing for approvals with clients and ensuring orders are produced accurately, on schedule, and profitably.
- Responsible for reconciling billing to ensure actual charges mirror expected charges and producing accurate invoices.
- Developing knowledge about products & decoration techniques.
- Monitoring promotional products operations and handling exceptions and/or emergencies as they arise with a proactive approach to problem solving.
- Managing client company stores, fulfillment and shipping and shipping vendors, as well as delivery of product (25 lbs.+)
- Researching, providing reporting as needed, and assisting the team in any way needed.
- Maintaining order management system data
- Building vendor relationships and proactively seeking new solutions and supply chain relationships.
- Other job duties may be assigned.

ABOUT YOU

You should be a highly organized and detail-oriented professional who loves the thrill of seeing a client succeed, and loves being a part of the team that made that happen. You should be very good with numbers and be very analytical. You should be equipped with strong problem-solving skills, always leading with a solutions-first attitude. You should have great time management skills, always operate with a sense of urgency, be deadline-motivated, and do it all with positivity. You are a self-starter who loves collaborating, and you give and take feedback easily. You have a high level of comfort with new technology and with talking to people. Above all, you are capable of performing at a high level in an ever-evolving environment.

REQUIREMENTS

- Strong analytical & mathematical skills
- An out of the box solutions-oriented mindset
- Strong verbal & written communication skills
- Extreme attention to detail
- Positive approach when dealing with adversity
- Basic graphic design knowledge (or willingness to be taught)
- Understanding of & appreciation for design
- Problem-solving skills
- Excellent time management skills
- Ability to prioritize tasks
- Ability to function in a fast-paced, deadline-driven environment
- Ability to work under pressure
- Willingness to adapt as the role & company grows