Job Title: Operations Manager

**Job Summary:**

The role of the Operations Manager is to plan, schedule and coordinate the flow of products, kitting and fulfillment through the production cycle, as well as identify areas of improvement to increase efficiency. This position works closely with the sales team to plan, order, ship and bill our clients for the merchandise they order. This position will also oversee our kitting, fulfillment, and warehousing teams. They will also be responsible for getting the orders through their sales cycle, which includes client billing and vendor payments. Must be able to manage different projects, work closely with all internal departments, and feel empowered to make decisions. They will provide daily direction and feedback for all production team members. Brand + Aid is proud to be an equal opportunity employer that values the diversity of all of our employees. We are as passionate about our brands as we are about creating a working environment centered around respect and inclusion. Our goal is for everyone to contribute and advancement is based on merit. We want everyone to reach their full potential!

**Responsibilities:**

* *Communicate with the sales team to understand needs, address questions and provide assistance throughout the order and production process.*
* *Provide timely planning and scheduling of work orders to achieve internal financial goals and customer delivery dates.*
* *Review open sales orders to determine customer requirements have been met.*
* *Review and communicate production status reports to ensure that all production activities are scheduled in accordance with the plan.*
* *Leads weekly production meetings.*
* *Develop and maintain a comprehensive plan for production activities to ensure that all production processes are running efficiently and effectively*
* *Utilize ERP system*
* *Track company and client provided KPI’s within client contracts.*
* *Ensure that all equipment is properly maintained and clean*
* *Understand timelines and deliverables as provided*
* *Complete the sales cycle by managing accounts payable, posting supplier invoicing, notify supplier of inaccuracies, and upload supplier invoices to Google Drive*
* *Manage vendor relationships.*
* *Other tasks as assigned by management.*

**Required Skills/Abilities:**

* *Excellent verbal and written communication skills.*
* *Excellent interpersonal and customer service skills.*
* *Excellent organizational skills and attention to detail.*
* *Excellent time management skills with a proven ability to meet deadlines.*
* *Expertise with record of successful sales achievement*
* *Strong analytical and problem-solving skills.*
* *Ability to prioritize tasks and to delegate them when appropriate.*
* *Ability to function well in a high-paced and at times stressful environment.*
* *Ability to work independently with minimal supervision.*
* *Proficient with Google Suite, Excel, and related software.*
* *Experience with ShipStation*
* *Highly knowledgeable in domestic and international shipping (FedEx/UPS/USPS/DHL/GLS)*
* *Asana/ClickUp (or PipeDrive)*
* *Database management*
* *Analytical problem solving*
* *ERP/CRM/CMS*
* *E-Commerce*
* *Google Suite (highly proficient in sheets)*
* *Managing the production board from post sales to delivery, ensuring strict deadlines are met*

**Education and Experience:**

* *A bachelor's degree in business or a related field.*
* *3+ years experience working in the promotional products space or relevant work experience.*
* *Excellent leadership, interpersonal, motivational and communication skills.*
* *Strong analytical, decision-making, and problem-solving skills.*
* *Innovative and entrepreneurial mindset.*

**Physical Requirements:**

* *Prolonged periods of sitting at a desk and working on a computer.*
* *Providing supervision in the warehouse, as business needs arise.*
* *Must be able to lift up to 15 pounds at times.*