

futurehirts

Title: **Product Manager - FULL TIME**

Supervisor: **Sales Lead - Ryan J**

The Futurehirts Team.

Futurehirts exists to innovate for clients. FUTURESHIRTS is more than merchandise. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal. Futurehirts seeks achievers, leaders and visionaries... At Futurehirts, it's about each person bringing skills and passion to a challenging and constantly evolving merch business.

Futurehirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the creative process!

Position Overview

The Product Manager has a vital role in assisting the Account Manager (Sales) with order execution and management in order to help increase sales annually. This is a sales function with a considerable amount of staff and client communication and negotiation. A Futurehirts' Product Manager acts as a liaison between the Account Manager and the production team to ensure that minimal challenges arise during the creation and production of merchandise. The Product Manger also helps resolve issues that arise during production. They must coordinate with other departments to ensure that all aspects of a project run smoothly from start to finish and be able to create innovative solutions to ensure that both clients and Futurehirts obtain satisfactory results from each product/service.

Job Duties

- Assist Account Manager with logistical tasks and order management to help increase sales annually.
- Provide exceptional customer service to new and existing clients.
- Resolve customer complaints by investigating problems & developing solutions.
- Relay client needs to Futurehirts staff via clear, established modes of communication.
- Assist Account Manager with answering queries from both customers and Futurehirts' production team.
- Responsible for staying knowledgeable about all aspects of a client's products or designs.
- Assist Account Manager in 'Quick Quote' pricing.
- Responsible to display product of digital and printed pieces.
- Responsible for reviewing all 'Purchase Approvals' and reporting any discrepancies to Account Manager.
- Manage 'Purchase Approval' status and obtain client approval.
- Help execute orders according to approved Supply/Tour/Ecomm procedures.
- Manage orders from approval to completion to ensure they flow as anticipated.
- Responsible for placing reorders in an accurate and timely manner.
- Monitor production logistics to ensure products flow through production process as anticipated.
- Assist Account Manager in review of digital and physical samples prior to sending to the client for final approval.
- Obtain client approval on digital samples in a timely manner, prior to the full production of the order.
- Ensure all relevant information is communicated between Production Team, Account Manager and Client throughout an order's entirety – Two forms of communication!

- Answer queries from production team related to new and existing orders.
- Monitor and confirm shipping logistics with client to ensure products are shipped and received as anticipated.
- Notify Futureshirts management of pending or ongoing production or shipping challenges in order to initiate intervention and assistance.
- Assist Account Manager in researching new products, techniques, designs, trends, services, etc.
- Participate in Sales Meetings and other sales opportunities.
- Assist in events, tasks, and functions regarding Futureshirts.
- Communicate delays and/or discrepancies relating to accounts receivable.
- Pickup and Delivery.

Requirements/ Qualifiers

- **Kind, Helpful, & Servant-Hearted**
- A desire to have staff and clients LOVE you
- Smile and have a friendly and engaging personality.
- Able to work as part of a team and assist Account Manager and Production Roles.
- Support positive and productive communication between clients and Futureshirts staff.
- A commitment to excellent customer service.
- Above average problem-solving abilities to develop solutions to any challenges that may arise.
- Ability to multitask and work comfortably in a fast-paced environment.
- Reliable, hardworking, professional and punctual.
- Strong interpersonal communication skills.
- Strong time management and organizational skills.
- Strong attention to detail.
- Excellent written and verbal communication skills.

Other Skills/Abilities

- Sales /Selling
- Enjoys creative, yet repetitive hands-on type tasks
- Able to utilize minimally complex computer software
- Understanding of basic accounting and business principles
- Basic Understanding of Photoshop
- Some experience in Sales or Customer Service preferred
- Understanding of the Merchandising and Apparel Business (Wholesale/ Retail)

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.