

Program Solutions Specialist

Full Time

Atlanta, GA, US

For over 50 years, Summit Group has been helping companies “Live their Brand” through a multitude of solutions that include branded merchandise, reward & recognition technology and programs, eCommerce platforms and creative communication campaigns—all designed to impact employees, channel partners and clients. We pride ourselves in “Relentlessly Hunting for the Wow” for our teams and our clients. We believe that serving our clients starts internally with happy teams who feel appreciated and “Win as a Team”.

Summit Group is looking for a **Program Solutions Specialist** - a vital part of the Program Solutions Team. This Program Solutions team member develops the strategy for our online store programs and manages the day-to-day responsibilities associated with multiple clients' business objectives. The person in this role will implement and develop eStore merchandise programs and coordinate with all internal departments and teammates to ensure success. This individual will also produce timelines for deliverables, facilitate meetings and client correspondence and deliver reporting as outlined in client contracts. This role will act as the steward for client contracts and ensure that all contractual obligations are being met accordingly. We are seeking candidates in the Washington, DC, Atlanta and Chicago areas, with preference to those in the Atlanta market.

PRIMARY RESPONSIBILITIES:

- Ensure that eStores support overall retention and growth strategy by consistently reviewing and updating optimal pricing, product mix, marketing efforts and other campaigns geared towards program success.
- Provide insight and proposals by analyzing marketing and customer data and monitoring market conditions
- Work closely with their Client Success Team to foster a strong team-oriented approach to program management
- Work in conjunction with Account Directors to develop a strategic plan to grow margin and sales
- Act as communication liaison to internal departments that support our clients – E-Commerce, Customer Care, IT, Distribution and Accounting
- Organize data and deliver program reporting as needed
- Work with sales team to develop client business review, marketing calendars and promotions that support client goals
- Provide recommendations to management to reduce costs, streamline processes and reduce company and client inventory exposure
- Create timeline and communicate launch and refresh status updates to stakeholders

- Direct re-order activities and monitor stock levels with the assistance of the purchasing manager
- Source merchandise with the assistance of the merchandising team and program coordinators to ensure a relevant and updates product mix
- Work with marketing, merchandising and account teams to market and promote programs
- Ensure that program merchandise meets brand, quality and margin standards
- Serves as a liaison and primary point of contact for cross functional partners/brands and evaluate, prioritize, develop, manage, implement and test all online company store initiatives
- Helps to develop the user experience of assigned Program websites including site navigation, content development, online sales funnels and online promotional campaigns
- Perform inventory analysis, work with Purchasing manager to place inventory orders and to ensure proper inventory turns

What does it take to be a successful Program Solutions Specialist at Summit?

- Communication / Relationship-building skills
- Initiative
- Results-driven
- Teamwork
- Planning and organizing
- Problem-solving
- Responsible decision-making / Judgement
- Influencing others
- Detail-oriented
- Calm under pressure

SKILLS & EXPERIENCE PREFERRED:

- Bachelor's Degree or equivalent work experience.
- Minimum of 5 years' experience in managing an e-commerce store, program management, category management, analytics, or shopper insights with a strong understanding of category management principles required.
- Promotional Products Industry experience a huge plus.
- Proven/demonstrated experience developing enterprise level programs.
- Advanced computer skills including Microsoft Excel, Word, PowerPoint, OneDrive, Teams, Adobe Illustrator and Campaign Monitor. NetSuite experience desired.
- Excellent written and verbal communication skills.

- Ability to communicate directions and expectations clearly and efficiently.
- Ability to manage and prioritize a multitude of projects simultaneously.
- Excellent time management and organization skills.
- Strong attention to detail.

We believe in building Better Lives for our associates and offering excellent benefits and perks, to include:

- Comprehensive healthcare coverage
- Flexible PTO Program (vacations are encouraged!)
- Paid time off to “give back” to the community
- 401K retirement account with employer match
- Summit Wellness Program, to include unlimited access to a Wellness Coach
- Continuing education reimbursement

Culture means everything to us. Working at Summit will give you the opportunity to be around the best team members who are serious about family, values, and success. Together, the Summit family works hard to make our vision come alive, constantly finding ways to Build Stronger Brands to Create Richer Lives and a Better World.

Consider being a part of this exciting journey and join our dynamic, growing team today!