SALES SUPPORT SPECIALIST

Who are we?

We are Pacific Market International (PMI) – recognized as one of the Best Places To Work in Seattle by Seattle Met Magazine and as a Great Place to Work by Outdoor Magazine! We are the proud owner of the Stanley, Aladdin and Migo Brands. Thanks for checking out our full-time SALES SUPPORT SPECIALIST position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

Position Overview

We are looking for a highly organized and detail-oriented person with great communication and problem solving skills to handle order processing and customer service for our retail customers and distributors around the world. This person will have at least 5 years of sales, customer service or account management experience serving international customers, preferably with knowledge of consumer goods, logistics, and CRM/ERP systems. Previous night-shift BPO experience required.

Essential Job Functions

- Receive, audit and enter purchase orders
- Check orders against inventory and forecast
- Work with customers, distributors, and sales reps to resolve PO issues
- Work with Planning, Logistics and IT to resolve order supply chain issues
- Communicate order status to customers and track to delivery
- Maintain order status/tracking log
- Understand and adhere to vendor compliance guidelines
- Provide invoices and other documentation and information when requested
- Complete ad-hoc reporting when requested
- Perform special tasks as needed

Education and Experience

- 5 years industry experience in similar role
- 4-year college degree

Proficiencies Required

- Excellent verbal and written English skills
- Ability to communicate effectively and professionally by phone or email
- Takes initiative and prioritizes tasks
• Solid analytical and problem-solving skills
• Ability to work accurately with close attention to detail
• Strong interpersonal skills with the ability to work effectively with individuals and groups
• Willingness to adapt to changing business needs and deadlines
• Solid computer skills with knowledge of Microsoft Office, Internet and CRM/ERP
• Demonstrate a strong work ethic that includes neatness and punctuality.

Company Background

We care about our people and recognize their efforts through monthly, quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

• All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.

• PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.

• Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

Founded in 1983 by Rob Harris, PMI was created under the guiding principles of sustainability, community and integrity. Today, PMI is a global leader in designing, marketing and manufacturing food and beverage solutions for busy lifestyles. Our two most recognizable brands, Stanley® and Aladdin®, are both over 100 years old and sold throughout the world. Our brand Migo® was founded in 1999 and is rapidly growing in the Asia Pacific region. We also create private label products for select global retailers. When discerning consumers want the best, they seek out the brands of PMI.

Headquartered in Seattle, WA, PMI has offices in Bentonville, Shanghai, Amsterdam, Manila, and Rio de Janeiro. Additionally, PMI has ownership of three manufacturing facilities PMI
Joinease in China and a factory each in Rio de Janeiro and Manaus, Brazil. With sales in over 50 countries, we are truly a global company.

Our vision is to revolutionize the way people enjoy food and beverage everywhere.

For more information visit our website, [www.pmi-worldwide.com](http://www.pmi-worldwide.com).