

A Sales Operations Coordinator with Fanatics Authentic is an opportunity to continue to help grow the Direct to Consumer department and Business to Business department. You are a vital part of ensuring that all DTC and B2B sales orders flow to product delivery. Receive delegated tasks, order management requests, and operate the order management system.

### **Duties and Responsibilities**

- Involved with all aspects of the DTC/B2B order process.
- Receive direction, coaching, and assigned tasks from the Senior Manager of Sales Operations and the Director of Sales Operations.
- Review the Optimus Order Entry process through the Solomon (SL) system to send orders or order changes.
- Handle all incoming order escalations, expedite orders when needed.
- Assist with payments of clients via credit card, PayPal, wire transfers, or check payments.
- Work closely with brand managers to ensure all products have sku numbers, and cost association.
- Make sure all custom orders are updated and entered correctly.
- Always look to improve your knowledge of the industry and learn new skill sets.
- Communicate with local FC Leadership to obtain product images, or inspections.
- Communicate with local FC Leadership to check on order status or expedite an order.
- Keep active records of all Limited-Edition products, make sure we don't oversell, and oversee the production.
- Review all open order reports daily, address all open orders that need attention immediately.
- Contribute as a team, handle tasks that may not be assigned to you to finish the day as a team.
- Available to work overtime when the business needs require it.
- Research logistic issues directly with FedEx or other carriers.

### **Education and Experience Requirements**

- High School diploma or G.E.D. preferred.
- Proficient accounting skills required.
- Proficient with Microsoft Applications (Word, Excel, PowerPoint)
- Superior communication skills on various levels. Must have articulate speech, proper business writing skills, ability to listen to client and quickly address any concerns.
- Work well under pressure. This industry is often driven by hot market events which require extended work hours and weekend shifts.

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office environment with frequent sitting, walking, and standing, and occasional climbing, stooping, kneeling, crouching, crawling, and balancing. Frequent use of eye, hand, and finger coordination enabling the use of office machinery. Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.

- Must be able to lift and carry up to 25 pounds
- May be expected to walk up to several miles a day at off-site events
- Must be able to talk, listen and speak clearly on telephone