



SALES SUPPORT MANAGER/TEAM LEADER

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 MANAGER/TEAM LEADER position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

Position Overview

We are looking for a highly motivated, independent, organized person with 10 years business experience, including at least 2 years in a management or leadership role. This person will be familiar with managing different functional areas related to sales support, sales operations, customer service, order processing, logistics and fulfillment. Reporting to the Director/General Manager, this person will be responsible for the day-to-day supervision, performance and administration of 15 employees in our office. He/she will work with internal resources and external resources to ensure that office policies are adhered to, performance levels are maintained, and company events are planned and executed.

Essential Job Functions

- Participate in recruiting, interviewing and selection process
- Conduct new hire training and coach team members as needed
- Drive team performance to deliver consistent achievement of SLA, KPIs and metrics
- Facilitate and improve communications amongst the team
- Encourage, support and motivate team
- Assist in troubleshooting and resolving problems (root cause analysis)
- Constantly look for areas for process improvement
- Monitor work load and recommend changes in tasks as needed
- Coordinate break, vacation and training schedules
- Handle escalated concerns as needed
- Organize and facilitate team meetings
- Act as “Officer in Charge” (OIC) or “Point of Contact” (POC) when GM is out of office
- Run necessary business reports and presentations
- Perform special tasks and assignments as needed



Company Background

Founded in 1983 by Rob Harris and guided by principles of sustainability, community and integrity, PMI designs, manufactures, and markets innovative food and beverage container solutions under three brands. Their two most recognizable brands, Stanley® and Aladdin®, are both over 100 years old and sold globally. Migo® was founded in 1999 and is rapidly growing in the Asia Pacific region. PMI also creates private label products for select global retailers. Headquartered in Seattle, PMI has offices in Bentonville, Shanghai, Amsterdam, Manila, Rio de Janeiro, San Francisco, Shenzhen, and Hong Kong. Additionally, PMI has ownership in three manufacturing facilities, one in China and two in Brazil. Our vision is to revolutionize the way people enjoy food and beverage everywhere. For more information visit our website: www.pmi-worldwide.com

We care about our people and recognize their efforts through 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.

If you have the qualifications and skills for this position please submit your resume to: marcus.pingol@pmi-worldwide.com