



Sales Support Specialist

Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at www.pmi-worldwide.com.

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

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- 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

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

What do we do? We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability. Our brands include Stanley, Aladdin and Migo.

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.

Where are we? Our global headquarters is located in Seattle, Washington and we have other offices in Bentonville, Amsterdam, Shanghai, Rio de Janeiro, Manaus, and Manila. This position is based in our Manila, Philippines location.

Help us build our success story today.

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

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