



## Director, Global Support Center

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.

Our fast-growing Manila Team is responsible for processing orders, providing account management and sales support, and delivering customer service to individual consumers, retailers and distributors around the world. In addition to account management and customer service, we also have a shared service team handling IT/EDI, Human Resources, Credit and Collections, Engineering (Bill of Material), and Graphic Design.

### Position Overview – Manila Office

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We are looking for an individual with strong leadership skills and experienced in creating a positive work environment while meeting and exceeding Key Performance Indicators. He/she will be responsible for managing people, office processes, budget, and developing a strong relationship with internal functional owners.

We are currently on a 24x5 operation with weekends off. Majority of our business customers and individual consumers are in North America and the Director, Global Support Center will work the night shift along with majority of the staff.

The Director, Global Support Center will directly report to the EVP of Supply Chain Management in our Seattle corporate office.

### Responsibilities

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- Responsible for the day-to-day supervision, performance management and administration of 4 Team Leaders and a total of 85+ employees in our Manila office
- Work with internal resources and our BPO partner (iSupport Worldwide) to ensure a fun and collaborative company culture, where office policies are adhered to, processes are followed, performance levels are always getting stronger, team goals are met or exceeded, and company events are a success due to good planning and execution
- In charge of recruitment, resource allocation, people training development, payroll, employee programs and incentive plans.
- Responsible for facilities management, daily office operations and formulating the site's budget.
- Other duties as necessary

### Proficiencies

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- Excellent written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
- Solid word processing and spreadsheet skills with knowledge of Microsoft Word and Excel.

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- Good personal skills with the ability to effectively work with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Ability to respond effectively to sensitive inquiries or complaints.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
- Strong analytical ability with active listening skills.
- Ability to work accurately with close attention to detail.
- Ability to maintain confidentiality of sensitive information.
- Willingness to adapt to changing business needs and deadlines.
- Ability to study and apply new information.
- Possess a work ethic that includes neatness and punctuality.

### **Education and Experience**

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- Bachelor's Degree in Business, Engineering or Facility Management (Highly Preferred)
- 15+ years of management experience with increasing scope and responsibility
- Consumer packaged goods, US consumer products or retail experience
- Extensive leadership and management experience in a Shared Services or BPO environment
- Proven track record in meeting and exceeding goals on a timely manner
- Must possess leadership and time management skills for managing not only people and resources
- Good planning, coaching and communication skills
- Excellent English verbal and written skills
- The right candidate must be willing and able to travel internationally a few times a year
- Amenable to work on night shift or shifting schedules, depending on the needs of the operation

### **To be successful, this person must be good at and knowledgeable about:**

- Coaching, training, career development and giving performance feedback
- Fostering company culture and ensuring high morale
- Local labor laws and employee relations practices
- Process improvement and quality systems (Six Sigma, ISO9001, etc.)
- Quarterly Business Review presentations
- Budgeting, accounting and banking functions
- Facility management and general office administration
- Develop strong working relationships with functional stakeholders
- Ensure that the employees have a good understanding of responsibilities and are given clear direction
- Staff allocation
- Utilize KPI's to monitor performance and drive process efficiencies
- Completing tasks accurately and on-time
- Demonstrating ongoing flexibility and commitment to meeting goals
- Strong work ethic that includes neatness and punctuality
- Directing a team of 100+ associates



- Managing a P&L or cost budget of \$1m+ a year
- Perform ad hoc tasks and assignments as needed

**Interaction and Environment**

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- Reports To: Executive Vice President, Supply Chain
- Work areas are inside in a climate-controlled environment with moderate background noise.

**Physical Activities Required to Perform Essential Functions**

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- Sitting/Standing/Walking: Approximately 95% of time is spent working at a desk. Balance of time (approximately 5%) is spent moving around work areas.
- Speaking/Hearing: Ability to effectively communicate with co-workers, customers and outside agencies, by telephone and in person.
- Vision: Ability to effectively use a computer screen and interpret printed materials, memos and other appropriate paperwork.
- Lifting/Carrying: Ability to transport files and supplies.
- Stooping/Kneeling: Ability to access files and supplies.
- Reaching/Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment and supplies.

**Material and Equipment Used**

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|----------------------|-------------------------|------------|
| ● Computer           | Fax Machine             | Copier     |
| ● Microsoft Outlook  | Telephone               | Voice Mail |
| ● Ten Key/Calculator | General Office Supplies |            |

**About PMI**

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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. In 2014 PMI expanded into the South American market and in 2016 acquired Formation Brands to help diversify PMI’s product line and customer base. We are stewards of four relevant brands in our category, Stanley®, Aladdin®, MiGo® and Slant Collections®. 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, San Francisco, Shanghai, Shenzhen, Amsterdam, Manila, and Rio de Janeiro. Additionally, PMI has ownership of three manufacturing facilities PMI Joinease in China and a factory each in Espirito Santo 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) .

Help us build our success story today. Please apply by contacting PMI at:  
[resumes@frontiertalent.com](mailto:resumes@frontiertalent.com)

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