

Client Experience Manager Print and Promotional Team

We are looking for a highly organized and creative **Brand and Print Solutions Manager** to join our team. This dynamic role will oversee the sourcing, production, and management of branded merchandise and print solutions for client campaigns. The ideal candidate will bring strong project management skills, an eye for detail, and a passion for delivering innovative branding solutions. You will work closely with clients, the sales team, and suppliers to ensure that both branded products and print materials are delivered to the highest quality standards, on time, and within budget.

WHAT YOU WILL DO

- **Branding & Print Solutions Sourcing:** Source and manage high-quality branded merchandise, promotional products, and print materials that align with client marketing strategies and branding goals.
- **Project Management:** Lead the end-to-end management of brand and print projects, coordinating timelines, budgets, and resources. Ensure that all branded and print materials are delivered on schedule and meet client specifications.
- **Creative Direction:** Provide creative input on branded products and print designs, ensuring that all materials reflect the client's brand identity and are tailored to their marketing objectives.
- **Quality Assurance:** Oversee the production of both branded merchandise and printed materials, ensuring that they meet company quality standards and adhere to client brand guidelines.
- **Sales Team Collaboration:** Work closely with the sales team to develop and execute proposals, recommend branded products and print solutions, and provide exceptional client support throughout the process.
- **Logistics & Delivery:** Manage logistics for branded merchandise and print production, ensuring smooth production timelines, shipment, and delivery. Track the progress of each project and resolve any issues or delays.
- **Budget & Timeline Oversight:** Monitor project budgets and timelines, ensuring that all projects are completed within the agreed-upon financial and time constraints. Adjust plans as needed to accommodate any changes in scope or unexpected challenges.
- **Documentation & Reporting:** Maintain detailed records of all projects, including vendor communications, quotes, contracts, and changes to the scope. Regularly report progress and status updates to stakeholders.
- **Problem-Solving & Troubleshooting:** Anticipate and address challenges that may arise during the sourcing, production, or delivery phases. Offer proactive solutions to keep projects on track and ensure client satisfaction.

WHAT WE LOOK FOR

- **Experience:** 3+ years in project management, merchandising, or a related field with a strong focus on branded merchandise, print solutions, or promotional products.
- **Creative Expertise:** Strong creative thinking skills to generate innovative ideas for branded merchandise and print campaigns that effectively communicate client branding and marketing objectives.
- **Project Management Skills:** Proven ability to manage multiple projects simultaneously, ensuring all are completed on time and within budget.
- **Attention to Detail:** Exceptional attention to detail when overseeing both print production and branded merchandise, ensuring that all products meet quality standards and brand requirements.
- **Problem-Solving:** Ability to resolve issues and overcome obstacles in the production process to ensure smooth and efficient project delivery.
- **Communication:** Excellent verbal and written communication skills, with the ability to collaborate effectively with internal teams, clients, and suppliers.
- **Tech-Savvy:** Proficient with project management software (e.g., Asana, Trello), Microsoft Office Suite (Excel, Word, PowerPoint), and design tools (e.g., Adobe Creative Suite) for creating presentations or reviewing proofs. Industry specific software knowledge a plus (e.g., ESP, Sage, CommonSKU).
- **Knowledge of Print Production:** Familiarity with the technical aspects of print production (e.g., offset, digital printing, large format printing) and the requirements of branded promotional materials.

WHAT WE OFFER

- Competitive compensation starting from \$55k annually.
- Opportunities for professional development and career growth
- A creative and dynamic team environment
- Exposure to a variety of exciting brand and print projects
- Full benefits package including Health, Dental, Vision and Life Insurance, 401k with company match, generous PTO and Holiday schedule.

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If you are a proactive, detail-oriented professional with experience in both branded merchandise and print solutions, we would love to hear from you. Apply today by sending your resume to HR@meridian-direct.com and help us deliver exceptional branding solutions that elevate our clients' marketing efforts!

