



Company:

For 25 years, Stran has been developing strategic solutions for our client partners by offering customized branded merchandise and creative marketing services to meet the individual needs of our corporate customers. Stran is an entrepreneurial organization and a Top 50 Distributor, placing us among the top 1% in our industry. We are recognized as a “Best Places to Work” by Counselor Magazine, the industries predominant trade journal. Stran’s corporate headquarters is in Quincy, MA and is accessible by T via the Red Line. For more information on the company, visit www.stran.com.

Position: Order Coordinator

Order Coordinators work closely with our Account Coordinators and Account Directors to provide order processing and tracking through successful delivery of an order.

In this role, you will:

- Place orders with suppliers for the customer experience teams using the Facilis Software Platform
- Monitor orders to ensure they have been received by vendors and are on schedule
- Keep the client success team informed of order status
- Ensure that any delays or problems are being relayed to the Directors and Managers of customer experience
- Generate and send packing slips
- Provide shipping confirmations and tracking information to the necessary parties
- Troubleshoot shipping credits when applicable
- Work with vendors for credits when an order is compromised
- Manage the proof process by working with vendors, customer experience team, and creative team to provide proper information in a timely and accurate manner
- Execute sourcing and pricing exercises when requested by the client success team
- Have customer interaction with the ability to communicate professionally and accurately to customers
- Place and monitor inventory orders for the Program Client Success team
- Learn the Facilis Software Platform
- Learn and understand Stran’s product sourcing software (ESP)

Desired Skill set

- Ability to learn new software
- Proficient in Microsoft Office programs – PowerPoint, Excel, MS Word, and Outlook
- Any experience in the Promotional Products or similar industry
- Proper phone etiquette, excellent writing skills and a professional demeanor
- Problem solving and ability to work with suppliers to solve issues

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift to 25 pounds at a time.

Job Type: Full-time



Benefits:

- IRA with match
- Dental Insurance
- Disability Insurance
- Employee Assistance Program
- Flexible Spending Account
- Health Insurance
- Life Insurance
- Paid Time Off
- Referral Program

Interested candidates should submit a resume, cover letter and link to their portfolio for consideration. Please email us at careers@stran.com.

Stran Promotional Solutions | stran.com
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