

TRIDELTA

Position: Merchandise Specialist

Type: Non-Exempt/Full Time

Summary: The Merchandise Specialist will serve on the Marketing and Communications Team. The Specialist will provide support to all functions of customer and vendor relations and management. This role must provide exceptional customer service. This role's primary objective achieves enterprise measures for member engagement, member satisfaction and brand perception through the management of components of Tri Delta Shop. This role frequently collaborates with the Marketing and Communications Team, the COO, the Sr. Director of Accounting and others throughout the Executive Office as needed.

Qualifications:

- Tri Delta membership required
- Minimum of a college degree
- Basic knowledge of Microsoft Word and Excel
- Be able to lift no more than 50 lbs.
- Climb ladders and stairs with ease
- Can stand for 2-4 hours at a time
- Little to no travel, may be required to work some weekends
- Ability to model, teach and promote Tri Delta's guiding principles, Purpose and vision

Primary Roles: Oversee Tri Delta Shop operations, vendor relations and EO mailing and shipping

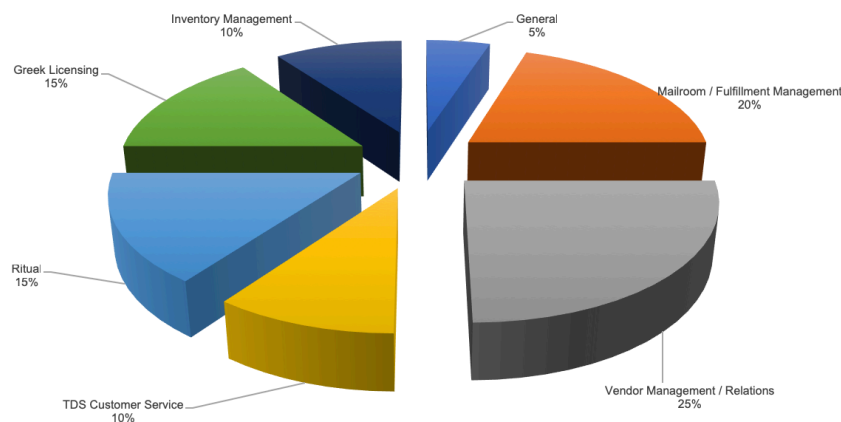
Reports To: Director of Marketing and Communications

Supervises: N/A

Travel: Little to no travel

Typical Week: 35 hours

Allocation of Time: Time allocation is based on available time described in typical week



Key Responsibilities: The Merchandise Specialist is responsible for assisting in operations of the Tri Delta Shop. The responsibilities of this job include, but are not limited to, the following:

- Monitor vendor offerings on findgreek
- Manage all Greek licensing partnerships, processes and records for all Tri Delta merchandise
- Work with supervisor to set brand integrity standards through design approval and vendor contracts
- Serve as the liaison to the Marketing and Communications Team in new product ideation and marketing
- Identify vendors and items to be featured as item of month
- Screen vendors to be featured at convention or special events
- Coordinate special orders (event T-shirts, volunteer appreciation gifts, Foundation gift items)
- Maintain “gift” item inventory for Fraternity, Foundation and Housing
- Maintain organizational integrity of ritual and special item inventory
- Manage all aspects of Ritual equipment, coordinate all Rituals conducted by Executive Office
- Process and coordinate the shipping of orders for Ritual items, and other in-house managed items including Life Loyal pins, milestone jewelry, Heritage Society charms and New Member Education materials.
- Process received ritual merchandise by updating pricing and inventory, folding and packaging.
- Provide exceptional customer service in person and over the phone. Maintain accurate records of discussions and correspondence with all customers
- Assist with fulfillment of any Fraternity and Foundation mailings going out to all members and/or parents.
- Maintain shipping and mailing supplies and equipment, and coordinate all remote staff, volunteers and traveling consultant mail on a weekly basis
- Work with Senior Director of Events to coordinate transportation and organization of all EO equipment and materials to offsite Enterprise events
- Serve as Executive Office point of contact for shipping partners
- Manage self-performance to achieve expected results while balancing work and personal life.
- Strive for excellence in performance by surpassing established standards.
- Take full responsibility for one’s decisions and results.
- Demonstrate honesty, keeps commitments and behaves in a consistent manner.
- Partner with others to accomplish goals.
- Oral and written communication is presented in a clear and concise manner.
- Work through interpersonal conflicts to ensure problems are addressed and relationships are strengthened.
- Demonstrate an understanding of new information.
- Pursue self-development.
- Accessible to customers and provides prompt, attentive service.
- Satisfy customer needs and expectations.
- Effectively handle challenging problems or tasks at once.
- Demonstrate openness to new organizational structures, procedures and technology.
- Identify what needs to be done and takes action before being asked, when the situation requires it.
- Maintain confidentiality.
- Inform manager about progress and problems.
- Ensure that regular, consistent communication takes place within area of responsibility.

- Uses discernment to arrive at decisions or solutions to problems that achieve the desired outcome.
- Consistently demonstrate bravery, boldness and kindness.
- Participate in the development of team goals which ultimately support enterprise goals(s) of member experience, organizational effectiveness and sisterhood growth.
- Participate in Tri Delta events and pursue external relationships.