



Manager, Business Operations and Digital Sales

Job Scope

As the Manager of Business Operations and Digital Sales, you will manage FSG's e-commerce site to ensure new customers are set up correctly in our ERP and migrate customers from our legacy portal to the storefront. The role will also be responsible for administering the Storefront, transportation logistics, and any related orders, tasks, and reports.

Responsibilities

- Supply Chain Logistics

Effectively manage FSG's procured transportation network in terms of cost, proper GL coding, and provider management, excluding FSG-owned vehicles (i.e., fleet management).

Vendor Management – Source and negotiate contracts, ensuring adherence to minimum service requirements and monitoring KPIs.

Enhance and continuously monitor Distribution processes to reduce warehousing costs through ongoing improvement initiatives.

Create SOPs for any new or existing processes.

Maintain a robust network of providers for FSG's transportation network.

Implement and provide training to OPS on FSG's Transportation Management System (TMS).

Facilitate new account setup and training during M&A activities for new locations.

Manage the inbound routing guide for all inbound freight from suppliers.

Assist branches in scheduling freight and provide comprehensive freight reporting.

International Trade Compliance

Ensure orders and projects can clear customs promptly.

Handle HS coding and mapping for cross-border materials.

Ensure branches shipping outside the U.S. follow standard protocols for international shipments.

Conduct Restricted Party Screenings on foreign suppliers and customers.

Consult with and train individuals requiring assistance with international issues.

Business Operations

Generate supplier reports for GE (monthly) and Ledvance (Quarterly) POS and inventory numbers.

Provide a weekly accounting report for Freight GL.

Deliver customer reporting, specifically for JLL (quarterly).

eCommerce

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



Facilitate customer implementation by setting up accounts in our ERP and on the storefront administration side.

Manage account and price record setup, estimated credit limits for terms, shipping configurations, and unique storefront configurations for a customized user experience.

Conduct user setup, customer training, and sales and inside sales training.

Conduct face-to-face meetings and presentations with customers.

Manage customer migration, including user setup and other configurations to transition to the new system.

Oversee Punchout configurations for the storefront, collaborating with a 3rd party provider for non-standard punchout.

Handle vendor relations with our software provider, conducting punchout configurations and managing testing, cXML payload, and code reviews.

Oversee storefront administration, including weekly meetings with Billtrust, auditing and paying invoices, approving code changes, and addressing site issues.

Manage online catalog management, ensuring products are up-to-date and fully attributed.

Ensure FSG public pricing follows the Manufacturer's MAP.

Develop and implement a strategy for storefront content, including writing blogs, creating images, marketing materials, training guides, and producing how-to videos.

Manage storefront orders, specifically overseeing users who place orders as "guest users," resulting in approximately \$140k in new revenue YTD. Handle Google and Microsoft ads, links to Google Marketplace, SEO, and Google Analytics for the storefront.

Believe the site has the potential to generate over a million dollars in new revenue with proper support.

Requirements

- A bachelor's degree in business, finance, software engineering, or other applicable subject is preferred.
Certified U.S. Export Compliance Officer is preferred.
5+ years of experience leading processes in ERP.
Experience working in complex organizations.
Strong skill set around financial calculations and reporting.