



JOB TITLE: Operations Manager, Client Aligned
DEPARTMENT: Operations
REPORTS TO: VP, Operations & Talent
LOCATION: Central West End in St Louis, MO
SCHEDULE: 40 hrs per week, may be required to work after hours & holidays
TRAVEL: May be required 10 - 20%

ABOUT GLOBAL EVENTO:

Global Evento is the leading luxury corporate gifting agency. We specialize in finding and distributing highly desirable products and experiences for organizations' important clients, employees and customers.

Our differentiator is that we are hospitality people *first*, that have access to corporate luxury gifts. With our prior employment backgrounds with The Ritz-Carlton, St. Regis and Maritz Global Events, to name a few, we bring a high-touch service culture to the gifting world. We want to curate the perfect gifting solution for every client.

MISSION: Provide our customers with unmatched service, creativity and value through corporate gifting and gift experiences both onsite and virtually.

GLOBAL EVENTO OPERATIONS MANAGER - Client Aligned

The role of Operations Manager is to lead projects from start to finish. The operations manager will support the sales team and ensure operational excellence post sale.

JOB DESCRIPTION

- Support the Account Executive and Account Manager in providing new innovative gifting options which are focused on sustainability for large-scale gifting programs.
- Creates robust proposals and serves as an extension of the client's brand and initiatives.
- Create & submit Purchase Orders, confirm inventory, track products, and work with shipping companies to mitigate challenges.
- Coordinate and fulfill kitting projects which include but are not limited to: Designing collateral, ribbon, tissue paper, boxes, and the variable staff to support completion of the project.
- Create and/or update Statements of Work (SOWs)
- Secure mock-ups for all products, secure and send samples
- Purchase and wrap individual gifts from high end retailers
- Create client specific standard operating procedures
- Create and maintain timelines and client deadlines
- Ensure onsite staff are prepared with materials and uniforms
- Help sort, pack and ship packages
- Manage customer email boxes and communicate with guests
- Work with accounting for billing and payables
- Look for creative answers and solutions to customer, sales and operations problems



QUALIFICATIONS

- Excellent computer skills, knowledge of Google Suite products preferred & ability to learn new technology quickly
- Prior experience in merchandise and graphic design software preferred
- Prior successful experience in event planning which includes: Menu planning & Floral Design
- Prior successful experience in developing and maintaining key client relationships
- Professional oral presentation and writing skills required
- Excited to work daily at our headquarters in the Central West End
- Ability to work after hours as necessary, some weekend and holiday work may be required
- Fully vaccinated/boosted and willing to follow COVID regulations as they evolve
- Able to travel internationally
- Bonus: Proficient in the Spanish language

SUCCESSFUL CHARACTERISTICS

- Highly Organized, detail oriented and Customer Service Oriented
- Process Driven, Self Motivated and works well under pressure
- Desire to take Ownership
- Able to manage multiple partners, clients and projects simultaneously
- A love of travel with the desire to immerse themselves in the culture and bring that to life in unique products and experiences
- Willing to pitch-in for tasks and jobs not directly “part of the job description”
- Motivated to learn, advance and mentor
- Willing to speak-up and ensure customers’ success
- Wants to be a part of a highly motivated, growing company

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to lift and /or move boxes from 25-50 pounds. The noise level in the work environment is usually moderate.

APPLICATION PROCESS

Interested candidates should submit a resume and any other relevant materials, to Karla Gonzalez-Kuehler at Careers@GlobalEvento.com.