

Founded in 1997 in the USA, Jazwares has established itself as a global leader in the consumer products industry; developing toys, plush, collectibles, musical instruments, and consumer electronics. With over 20 years of design, development, and manufacturing expertise, Jazwares is an award-winning company with a progressive focus on identifying new trends and transforming them into high-quality products for consumers of all ages.

With offices in the USA, Asia, and Europe and selling in over 100 countries, Jazwares' mission is to entertain through the creation of innovative product and the company's portfolio, which includes such brands as Fortnite, Roblox, Nerf, First Act, and Russ Berrie, among others.

To strengthen our team at our Darmstadt location, we are seeking a qualified **Jr. Operations Manager** for management of day to day operations.

### **Jr. Operations Manager:**

#### **Duties and Responsibilities:**

- Effectively delegate administrative tasks related to operational activities, ensuring they are completed efficiently and within deadlines.
- Complete tasks related to operational activities
- Oversee/manage current policies and procedures in place, as well as create/change and implement new policies to make sales process more efficient.
- Manage cooperation with cross-functional teams such as procurement and planning.
- Effectively trouble-shoot any logistics issues
- Interact and work with other departments such as Marketing and Brand to form a cohesive concept for release and improve sales processes.
- Oversee order process activities, including support for escalated customer service issues.
- Provide leadership and motivation to sales support team to continually increase their effectiveness.
- Maintain excellent business relationships with internal team leaders and external partners.
- Provide performance feedback to the internal sales support team, as well as facilitate training efforts and act as a mentor to implement improved sales support techniques.
- Preparation of Profitability.
- Communication with distributors, end customers and internally for all the details involving day-to-day international sales and business development.
- Request and sending of samples.
- Request and sending of high res images, packaging and other artworks.
- Processing of export documentation, Incoterms, Certificates of Origin, Freight Forwarders, etc.
- Product samples arrangement / shipping.
- Database maintenance.
- Maintenance of customer account list.

- Creation of PDF files of various presentations.
- Creation of PowerPoint sales presentations.
- Export EDI orders to X3 to be processed.
- Check with warehouse for item availability.
- Make sure customer requirements such as labels, stickers, and polybags are met.
- Work with Sales Rep to address any issues.
- Send rework orders to the warehouse if needed.
- Active participation in day-to-day supply chain functions; ensuring all shipments (ocean, air, inland freight) are on time.
- Work closely with current 3PL provider(s) to ensure pickups are on time, routing is on time, etc.
- Update operations dashboards accordingly to support senior management business reviews.
- Effectively communicate with all 3PL vendors about invoice discrepancies, charge back costs, and performance.
- Update vessel ETA's.
- Manage dispute resolution for Freight forwarder invoices.

#### **Qualifications:**

- 2+ years of managerial and customer service experience
- Sales experience preferred
- Strong communication skills, both written and verbal.
- Self-motivated, professional, confident, flexible, and results-driven
- Pro-active with an energetic approach
- Proficient in excel and working with spreadsheets
- Fluent in German and English, other languages a PLUS
- Multi-Lingual Proficiency a PLUS <French, Italian, Spanish, Dutch>
- Ability to thrive in a high pressure, time sensitive environment
- Experience in PPT + Word applications

#### **We offer you:**

- A challenging position and exciting projects
- Flat hierarchies and direct communication channels in an innovative company
- Modern premises with ergonomic facilities and good public transport connections
- The health of our employees is very important to us, among other things we offer the participation in the company fitness with a renowned premium fitness studio to very favorable conditions.
- A secure job in a permanent employment relationship of a growing company with performance-related pay and attractive framework conditions.
- A responsible and varied job
- A versatile and exciting range of tasks in which you can bring your knowledge to bear
- An uncomplicated and cooperative approach in a highly motivated team

- A dynamic corporate culture and a pleasant working environment

If you have all these qualities and would like to develop personally and professionally in an ambitious team and are willing to take on more responsibility in the foreseeable future, please send us your application in English, stating your earliest starting date and salary expectations, together with complete application documents to **Bewerbung@jazwares.com**

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