

Job Description

Position Title: Shop Support Associate
Department: Shop Support
Location: Walnut, CA
Reports to: General Manager

FLSA Status: Non-Exempt
Date Last Modified: August 1, 2022
Current Incumbent(s):

General Position Summary

This position is responsible for overseeing daily activities of associates in the Sales Department as well as performing regular duties of the department.

Essential Job Functions

SUPERVISORY

- Oversees and handles all sales purchase orders and inquiries from North American and Latin American distributors and retailers.
- Allocates departmental tasks to each associate.
- Ensures smooth workflows within the department and that performance of the associate(s) is of a high standard.
- Reports all activities to the **Shop Support Team Leader**.

SHOP SUPPORT & SALES PROMOTION

- Assists with monthly shipments and new retailer registration.
- Assists retailers with special event and promotional offers registration.
- Assists with database maintenance.
- Communicates merchandise availability with retailers.
- Resolves distributors and retailer inquiries and claims.
- Ensures all shop-related event support emails are processed in a timely manner
- Coordinates with other teams to create schedules for retail Sneak Preview events and collect orders.
- Shares all shop support information with company staff, distributors and retailers when necessary.
- Seeks assistance from the **Shop Support Team Leader** for any issues that arises.
- Analyzes the TCG market and reports trends.
- Proficient in Microsoft Office Suite (Excel/Word/PowerPoint).

WAREHOUSE OPERATIONS

- Receives and tracks inventory of promotional items.
- Prepares and ships out monthly promotional items to shops.
- Attends Bushiroad tournaments and be an official judge as needed.
- Reports any irregular activities/claims to the General Manager.

EVENT ATTENDANCE

- Attends distributor open house as needed
- Attends Bushiroad conventions as needed.
- Attends Bushiroad tournaments and be an official judge as needed.
- Reports any irregular activities/claims to the General Manager.

OTHER & MISCELLANEOUS

- Seeks constant improvement, increases efficiency and reduces expenses in work processes.
- Performs special projects and other miscellaneous duties as assigned by management.
- Maintains high ethical standards in the workplace.
- Reports all irregular issues and problems to management for solution.

- Maintains good communication with management, office staff members and outside contacts.
- Complies with all company policies and procedures.
- Contributes and supports organization as a whole including other departments/teams.
- Responsible for maintaining a clean and safe working area.

Qualifications

Education Experience

- Bachelor's degree (B.A.) from four-year College or university; or equivalent combination of education and experience required.

Work Experience

- One to two years in a sales or promotional field is preferred.
- One to two years in warehouse operations is preferred.

Supervisory Experience

- Not required.

Certificates / Licenses

- Driver's license required.

Work Environment & Physical Demands

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential job functions of this position.

Work Environment:	Office and Warehouse
Noise Levels:	Moderate

Tools & Equipment

- General office equipment including phones, fax, copier, personal computer, printer, scanner, etc.
- Software includes the use of Windows operating system and MS Office.

Travel & Driving Requirements

The following travel and driving requirements are required of the incumbent into this position.

Local Travel:	Yes, Occasionally
Domestic Overnight Travel:	Yes, Occasionally
International Travel:	Yes, Rarely
Vehicle driving requirements:	Automobile
Driving Safety Requirements:	Observe speed limits and obey all road signs, as well as keep driving records (i.e., mileage and gas receipts).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully carry out the essential job functions of this position.

Physical Demands:											
Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.					X	Reach over shoulder				X	
11 - 20 lbs.					X	Reach over head				X	
21 - 50 lbs.				X		Reach outward				X	
51 - 100 lbs.				X		Climb		X			
Over 100 lbs.	X					Crawl		X			
Pushing/Pulling						Other					
Under 10 lbs.			X			Kneel				X	
11 - 20 lbs.			X			Squat			X		
21 - 50 lbs.			X			Sit				X	
51 - 100 lbs.			X			Walk - Normal Surface				X	
Over 100 lbs.	X					Walk - Uneven Surface		X			
						Walk - Slippery Surface		X			
						Stand				X	
						Bend				X	
Driving						Vision Requirements					
Automatic Trans.			X			Close vision - 20 inches or less	N	R	O	F	C
Manual Trans.		X				Distance vision - 20 feet or more				X	
Other						Color vision - identify & distinguish colors				X	
Keyboard/Ten Key					X	Peripheral vision			X		
Fingering (fine dexterity)				X		Depth perception			X		
Handling (grasp, hold)			X			Ability to adjust focus				X	
Repetitive Motion - hands				X		<i>Key (based on typical workweek):</i> N - Never R - Rarely (Less than 1 hour/week) O - Occasional (1% - 1/3 rd of time) F - Frequently (more than 1/3 rd & up to 2/3 rd of time) C - Constantly (more than 2/3 rd of time)					

The above job description identifies the essential job functions and skills needed by the person or persons assigned to this position. These job functions and skills are not intended to be a complete and exhaustive list of all responsibilities, duties and skills required. The information contained herein is subject to change at the company's discretion.

Employee Signature

Date

Supervisor Signature

Date