

Program Manager, Catalog Fulfillment Operations

If making a difference in the world for both today and tomorrow fuels your personal career goals, then read on...

The only energy council of its kind, the **PROPANE EDUCATION & RESEARCH COUNCIL (PERC)**, a Washington, DC based organization, works with the propane industry, consumers, and partner industries to increase the adoption of propane as a clean, domestic, and affordable energy source.

PERC has an excellent opportunity for a **Program Manager, Catalog Fulfillment Operations** This non-exempt position reports to the Senior Vice President of Industry Relations and could be based out of a home office for the right candidate with proven ability to be self-motivated and directed.

Job Summary:

The position manages the operations of the Propane Catalog and all PERC fulfillment activities, including inventory management. The position analyzes, generates, and presents reports from fulfillment/warehouse activities, databases; monitors the e-commerce activity and prepares inventory reports in order to identify trends, assists in the administering of survey instruments, forms, and questionnaires; reviews and prepares program reports and data, integrates with in-house and outsourced accounting staff, and leads/facilitates weekly team meetings. This position is a supporting role of all industry programs.

Knowledge, Skills, Abilities, and Requirements:

- Two to five years of directly related experience
- Reviews orders for problems, trends, and confirms correct fulfillment of the orders
- Assists with adding and updating information for new and existing products
- Serves as the primary point of contact for Propane Catalog customer support
- Ability to analyze financial data, and read financial statements
- Knowledge of WooCommerce, Metorik, Slack, Hubspot, and WordPress;
- Experience in back end e-commerce management
- Conducts research
- Manages vendors
- Intermediate excel skills
- Acts as liaison for industry members and key stakeholders

Competencies:

- Ability to lead teams
- Strong verbal and written communication tools
- Ability to handle multiple projects at once.
- Financial acumen
- Excellent time management skills
- Strong customer service skills
- Collaborative
- Resourceful
- Patient

Education:

Bachelor's Degree preferred, or equivalent experience.

Licenses, Certifications, Qualification, or Standards:

Working Conditions:

Office Work Environment (76%-100%)

Travel (up to 25%)

PERC offers excellent benefits including: competitive salary, two weeks' vacation, 401(k) retirement plan, healthcare (including prescription, eye care, and dental), LTD and life insurance policies.

For confidential consideration, please send resume, cover letter, salary expectations and references by email to Theresa Ryan at jobs1@propane.com. Only candidates who meet the above criteria will be considered.

The Propane Education & Research Council is an equal opportunity employer.