

JOB DESCRIPTION

DEPARTMENT: Contractor Relations

JOB TITLE: Manager, Brand Services

MANAGER: Brian Kile

DATE POSTED: November 2024

COMPANY OVERVIEW

Established in 1993, [Creative Materials Corporation](#) supplies surface materials such as tile, resilient flooring, pavers and setting materials to the commercial construction industry. Utilizing extensive experience, Creative Materials guides architecture firms, developers, and corporate multi-unit brands through product specification and the successful supply of materials. Creative Materials adds value to client's projects by offering an unmatched combination of product sourcing capabilities, nationwide supply chain solutions, and excellence in service.

COMPANY VISION

To set a new standard for partnering with surface material suppliers on commercial projects.

COMPANY MISSION

To help our clients design and build better communities by simplifying the selection and supply of surface materials on commercial construction projects.

COMPANY CORE VALUES



One culture, aligned around the same vision, living by the same values. We trust one another to do our part as a team to make each project successful.



Care About Others

We recognize that successful business outcomes require successful people outcomes. Our first priority is to be people helping people.



Client First

We're a service company that happens to sell products. It's how we apply thoughtfulness and problem solving to help clients achieve the best outcomes possible that sets us apart.



Creativity

In a rapidly changing world, what worked yesterday may not be effective today. We challenge the status quo, encourage innovation, and aspire to set new standards of how value can be offered to our clients.



LOCATION

Albany, NY

POSITION SUMMARY

Creative Materials (CMC) stands proudly as an undeniable leader in national tile supply chain programs. Our unwavering commitment to service, coupled with our exclusive focus on the commercial sector, has consistently set us apart, making us the preferred choice for top brands nationwide. Creative is seeking a Manager of Brand Services to lead the team that services our national multi-unit brands. This role is responsible for maintaining relationships with clients and thoughtfully addressing issues that escalate – as well as ensuring the team they lead delivers service levels required to provide the best customer experience possible.

RESPONSIBILITIES

- Provide leadership and direct oversight of the team responsible for order management and coordination of national multi-unit brands.
- Provide oversight of service levels across existing clients and have a continuous improvement mindset and approach to identifying and enhancing service levels where opportunities arise.
- Responsible for team workload management and distribution, including but not limited to assignment of national accounts for servicing.
- Provide service issue resolution and troubleshooting in partnership with cross-functional teams.
- Partner with Supply Chain and Order Fulfillment team to understand and proactively manage inventory levels based upon anticipated account needs.
- Own and manage 1-2 national accounts as this is a working team lead position.
- Responsible for coordinating schedules across the team to ensure coverage across national servicing.
- Responsible for coverage of the Order Coordinator position(s) and residential orders.
- Other duties as assigned.



SKILLS AND QUALIFICATIONS

- Bachelor's Degree preferred, but not required
- 5+ years of related professional experience
- Experience leading a team
- Experience with Salesforce preferred, but not required
- Experience with Microsoft Office applications (Outlook, Excel, etc...)
- Effective problem-solving skills
- Customer relationship management skills
- Exceptional professional presence and communication skills, both written and oral, is critical
- Positive attitude, strong work ethic, and ability to multitask

