



Location: Fountain, Colorado/ Remote
Job Type: Full-time, Hourly, Non-Exempt
Reports To: Creative VP

About Brist

Brist Mfg. is a creative agency, OEM apparel manufacturer, and eCommerce partner. We build thoughtful, retail-quality merchandise programs for some of the best brands in outdoor, beverage, and corporate industries. Our work seamlessly blends design, manufacturing, fulfillment, and digital commerce, backed by a team that deeply cares about craft, process, and people.

We're customer-centric by default, collaborative by nature, and always looking for ways to improve how we work and how we serve.

The Role

The **eCommerce Program Specialist** plays a key role in delivering a strong, consistent experience for Brist's eCommerce customers. This position supports the onboarding, launch, and ongoing success of branded web stores and fulfillment programs.

You'll act as a primary point of contact for assigned clients, manage day-to-day coordination across internal teams, and ensure projects move forward accurately and on schedule. This role requires strong organization, attention to detail, clear communication, and the ability to confidently navigate both routine requests and more complex client conversations.

What You'll Be Responsible For

Client Support & Communication

- Serve as the primary contact for assigned eCommerce clients
- Coordinate and facilitate onboarding, offboarding, product launches, and ongoing support
- Lead onboarding and discovery for prospective clients
- Manage client meetings, agendas, follow-ups, and documentation
- Navigate client conversations with professionalism, clarity, and accountability

eCommerce & Program Coordination

- Support the setup and launch of new web stores in collaboration with the warehouse, creative, web, and sales teams
- Manage onboarding of new products, ensuring all required assets, product data, and approvals are collected on time
- Monitor store functionality, inventory levels, and fulfillment workflows; flag and escalate issues as needed
- Communicate low-inventory and out-of-stock risks to sales and account teams

Operations & Reporting

- Verify, export, and distribute monthly client reports
- Collaborate with warehouse and fulfillment teams to resolve shipping discrepancies and special requests
- Report platform issues and operational discrepancies through internal support channels
- Use knowledge of eCommerce platforms and 3PL operations to resolve routine issues independently

Internal Collaboration & Process Improvement

- Partner closely with Creative to secure assets on schedule
- Support and help manage the eCommerce Customer Service Agent as needed
- Assist in documenting processes, improving workflows, and defining internal best practices

What We're Looking For

Required

- Bachelor's degree **or** equivalent professional experience
- Customer service, account support, or sales experience
- Familiarity with eCommerce environments
- Strong attention to detail and follow-through
- Clear written and verbal communication skills
- Comfortable navigating and self-training in multiple software systems
- Self-starter mindset with a positive, solutions-oriented approach

Preferred

- Experience with Shopify, Netsuite, and FreshDesk
- Familiarity with 3PL or fulfillment operations
- Experience managing product or digital inventory
- Comfort working with spreadsheets, reporting, and databases
- Experience with project management or CMS tools

Knowledge, Skills & Abilities

- Ability to manage multiple projects simultaneously without sacrificing accuracy
- Strong organizational and prioritization skills
- Confidence in handling time-sensitive issues with urgency and ownership
- Ability to build trust-based client relationships
- Analytical thinking and problem-solving skills
- Comfort working cross-functionally in a fast-paced environment



Benefits & Perks

- Paid holidays
- Medical insurance
- Voluntary dental and vision
- Simple IRA with employer match
- Profit sharing