KALBLUEGROUP
VISUAL COMMUNICATION EXPERTS

Promotional Product Coordinator

Department: Promotional Products
Reports To: Promotional Products Leader
Status: Full Time
Location: KalBlue Group – Portage, MI

Position Overview

The Promotional Products Coordinator supports KalBlue Group's promotional products and apparel business by assisting with the details required to move orders accurately and efficiently from initial request through production and delivery.

This position connects Sales, Customer Service, vendors, decorators, and Operations to keep orders organized, artwork and proofs moving, vendor commitments confirmed, and potential issues identified early. The coordinator also researches products and sourcing options that help the sales team respond quickly and confidently to customer needs.

The role requires strong ownership, attention to detail, proactive follow-up, and a client-obsessed approach to execution.

Key Responsibilities

- Promotional product order confirmations & acknowledgements.
- Art proofs & decoration.
- Promotional product research.
- Order & vendor support.
- Detail-oriented and organized.
- Comfortable working with multiple orders and deadlines at the same time.
- Proactive problem solver who recognizes inconsistencies and acts independently.
- Strong written communication and vendor follow-up.
- Comfortable researching products and comparing multiple options.
- Able to recognize inconsistencies and ask questions.
- Comfortable working independently while knowing when to escalate an issue.
- Focused on accuracy and follow-through.

Qualifications

- Strong written and verbal communication skills.
- Promotional products, apparel, decoration, print, fulfillment, or visual communications experience is a plus.
- Able to learn new systems, vendor websites, and promotional product processes quickly.
- Experience in a fast-paced, detail-oriented environment, working independently and with a team to solve problems.
- Experience with promotional product supplier platforms and industry systems is a plus but not necessary.

Tools You'll Use

- Microsoft 365
- Adobe Acrobat
- PrintIQ ERP system (training provided)
- Training and support are provided to help you succeed in this role.

What Success Looks Like

- Orders are acknowledged and reviewed promptly.
- Vendor acknowledgements match what was ordered.
- Proofs are accurate and approvals do not sit unnecessarily.
- Salespeople have strong product options when they need research assistance.
- Vendors receive clear and accurate information.
- Potential order problems are caught early.
- Order documentation stays organized and up to date.

Core Values Expectations

- Grit: Take ownership, solve problems, and get the job done.
- Client Obsessed: Understand that every shipment represents our customers' brands.
- Integrity: Maintain accountability, accuracy, and trust.
- One Team: Work collaboratively across production, customer service, and logistics.
- Evolving: Embrace technology, automation, and continuous improvement.