fairware®

PROGRAM COORDINATOR

Operations | Full Time | Hybrid | Vancouver, BC | $52,000–$57,000 per year

ABOUT FAIRWARE

Fairware creates sustainable, custom-branded promotional products that help brands better engage their customers, employees, and partners. Founded in 2005 in a Vancouver garage, we've grown into one of North America's leading branded merchandise companies. Our mission is to be a partner on the collective journey toward social and environmental sustainability. We're committed change makers, and we're serious about sustainability.

ABOUT THE ROLE

You'll keep Fairware's client programs running day to day: the company stores we build and run for clients, backed by inventory we buy, store, kit, and ship on their behalf. You'll maintain stores, manage inventory and reorders, answer customer inquiries, and support new store builds and refreshes. It suits someone organized who notices when a stock count looks off and wants to know how a program works, from the storefront to the warehouse shelf.

WHAT YOU'LL DO

- Maintain and update live Shopify company stores and pop-up stores, including products, images, pricing, and SKU data
- Run quality assurance reviews so product information, pricing, and store content stay accurate and current
- Manage inventory orders for all program stores, keeping core items in stock and working toward our target inventory turn
- Respond to client and customer inquiries by phone and email, meeting customer service response targets
- Support the Program Team Lead on new store builds and annual refreshes, completing assigned tasks on schedule
- Review artwork and proofs, and create product mockups and sample orders for client presentations and approvals
- Generate purchase orders and set up client accounts in Commonsku and our CRM, working with production and suppliers to keep orders on schedule
- Coordinate kitting projects with internal and external (3PL) warehouse teams, and help with packing and kitting during busy periods

WHAT YOU'LL BRING

- 1–3 years of experience in program administration, ecommerce operations, customer service, branded merchandise, or a related field
- Experience with inventory management, order processing, and fulfillment operations
- Strong attention to detail when reviewing product data, pricing, and artwork proofs

- Strong organizational skills to manage large product catalogs, pricing, inventory data, and multiple deadlines at once
- Clear written and verbal communication, including explaining store processes and ordering workflows to clients and internal teams
- Proficiency in Office 365, Slack, and cloud-based collaboration tools; comfortable switching between desk work and hands-on tasks

COMPENSATION

$52,000–$57,000 per year

HOW TO APPLY

Interested in joining our crew? Fairware is committed to recruiting and retaining a diverse workforce. We value diversity and inclusion and encourage all qualified people to apply. People of colour, people with disabilities, veterans, women, and lesbian, gay, bisexual, and transgender people are encouraged to apply to our roles.

To apply, email your resume to jobs@fairware.com with Program Coordinator in the subject line.