

Web Store Support

Reports To: Chief Operating Officer/President | Full-Time | In-Office

Position Overview

Vox-Pop-Uli operates a growing portfolio of custom online ordering portals for clients across the country (franchise systems, multi-unit operators, healthcare organizations, and more). These stores allow clients and their employees to order branded apparel, promotional products, and print on demand through a seamless, company-branded experience.

The Web Store Support role supports the day-to-day management of that portal network. This role is responsible for building and maintaining client storefronts, managing product catalogs, supporting end users, and ensuring every portal runs smoothly. Experience with our specific platform is not required — what matters is comfort with technology, attention to detail, and the ability to communicate clearly with clients and end users.

Core Responsibilities

- **Portal Building & Onboarding**
 - Build and configure new client storefronts from the ground up as new accounts are onboarded
 - Set up product catalogs including item creation, imagery, pricing, and category organization
 - Upload and manage product data via spreadsheet imports and manual entry
 - Configure user access, account settings, and store functionality to match client requirements
- **Ongoing Store Management**
 - Add, update, and remove products as clients request catalog changes
 - Manage user accounts: adding new users, resetting access, and maintaining accurate rosters
 - Monitor store performance and flag any errors, broken links, or functionality issues
 - Optimize store configuration to improve the client and end-user experience
 - Support the south location portal accounts as needed, with primary focus on north
- **Client & End User Support**
 - Respond to portal-related inquiries from clients and their employees via email and phone
 - Troubleshoot common issues including login problems, order questions, and navigation errors
 - Communicate clearly and professionally. Many support requests come from end users who are unfamiliar with the platform
 - Escalate complex technical issues to the Data & Digital Support Manager as needed

- **Internal Coordination**

- Work closely with the Data & Digital Support Manager on portal projects and priorities
- Coordinate with the sales team to ensure new portal accounts are set up accurately and on time
- Maintain organized records of store configurations, user lists, and change requests

Who We Are Looking For

- Comfortable with technology: you pick up new platforms and systems quickly and without frustration
- Detail-oriented: product data, user lists, and store configurations require accuracy and consistency
- Clear communicator: you can explain a technical issue to someone who is not technical, and do it patiently
- Organized: you are managing multiple stores and multiple clients at once and nothing falls through the cracks
- Team player: this role works closely with the rest of the portal and sales teams and covers when others are out
- Self-sufficient: you can work through a problem independently before escalating

Qualifications

- Bachelor's degree preferred
- 1-3 years of experience in a tech-adjacent, operations, or client support role
- Proficiency in Microsoft Excel; comfort with data entry and spreadsheet-based uploads
- Experience with e-commerce platforms, CMS tools, or online store management is a plus
- Strong written communication skills- a significant portion of client and user support is handled via email
- Experience with Pressero or similar storefront platforms is a bonus but not required (training provided)

About Vox-Pop-Uli

Vox-Pop-Uli is a full-service marketing production company based in Peachtree Corners, GA. We have been in business for over 30 years, serving franchise systems, multi-unit operators, and national brands with branded apparel, promotional products, print, fleet wraps, and custom online ordering portals. We are Tastefully Obnoxious — bold, relationship-driven, and built to deliver.

Benefits

- Dental insurance
- Health insurance
- Paid time off (15 days plus Holidays)
- Vision insurance