

futureshirts

Title: **Production Coordinator - FULL TIME**
Supervisor: **COO**

The Futureshirts Team.

Futureshirts exists to innovate for clients. FUTURESHIRTS is more than merchandise. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal. Futureshirts seeks achievers, leaders and visionaries... At Futureshirts, it's about each person bringing skills and passion to a challenging and constantly evolving merch business.

Futureshirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the process...

The Production Coordinator is responsible for assisting the production managers and chief operations officer in various technical and administrative tasks. The Production Coordinator is responsible for sourcing accessories, order management, order follow-up, and maintaining quality control during the production process to ensure timely delivery of jobs.

Production Coordinator must possess superior communication skills and attention to detail.

Essential Job Functions

- Produces accessory options based upon request and works with Sales Reps to determine the best product for the client.
- Communicates verbally and electronically with Sales Reps, and clients to clarify the details of orders and to ensure that client needs are obtainable and reasonable.
- Communicates verbally and electronically with Manufacturers to ensure that orders have arrived for production while clarifying any questions or concerns.
- Receives, repackages, and ships products that are delivered to the Futureshirts office.
- Communicates verbally and electronically with the shipping department to ensure that correct shipping information is provided including addresses, priority and other relevant details.
- Relay production challenges to all involved parties and Production Manager offering reasonable alternatives in order to keep production on schedule.
- Relay information to Futureshirts staff, clients and outside partners via clear, established modes of verbal and electronic communication.
- Review and update Quotes and Pending PA's on website with current and accurate information as received including pricing, in-hand-dates, ship-on-dates, quantities, suppliers, etc.
- Has a high desire to produce quality products, communication and service.
- Provides exceptional customer service to new and existing clients, ensuring minimal challenges and expedient resolution to uncovered issues.
- Reports directly to Chief Operating Officer

Requirements

- Support positive and productive communication with Sales Reps, clients, Futureshirts staff, manufacturers and suppliers.
- Use creativity and problem-solving skills to devise alternative solutions to impractical or impossible orders and present those solutions to the client in a positive and helpful manner.
- Ability to make quick and defensible decisions and implement those decisions in a positive fashion.
- Understand the in-house techniques, calendar and staffing in order to assist with sales.
- Understand the products available from each supplier in specific detail. Also, understand the capabilities of the suppliers with multiple locations and how the geographic location of each will impact shipping to the manufacturer and ultimately to the client.
- Understand the embellishment techniques, time frames, capabilities and requirements of each manufacturer to assist sales assistants, Sales Reps and clients.

Other Skills/Abilities

- Strong time management / organizational skills.
- Strong understanding of basic business principles.
- Appreciation for sales and ability to fully assist Sales Reps to create quality products for on-time delivery.
- Ability to utilize complex computer software.
- Strong interpersonal / verbal communication skills.
- Superior attention to detail.

Education/Training/Experience

- Minimum of 2 years of business experience
- Basic understanding of Screen Print Manufacturing and Promotional Products
- Basic computer skills
- College degree preferred

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.