

TAPISTELAR

Job Description

Operations and Communication Co-Ordinator Full Time Partita Iva

April 2024

We're looking for our new Operations and Communication Co-Ordinator, working directly with the CEO, you will be the engine making everything possible. We design, craft and produce bespoke rugs from Colombia for our clients all over the world. If you are passionate about interior design in an international and fast growing context, you might be the next person joining our team!

Your main responsibilities will be:

Operations (60% of the time)

- Carry out and/or control the integration of customer orders
- Generate artwork sheets for clients orders
- Monitor the progress of orders in relation to the platforms and provide information to customers.
- Plan and monitor deliveries for customers according to defined rules (budget, transport policy).
- Carry out invoicing and ensure follow-up in relation with accounting services
- Coordinate activity in relation to the various internal services.
- Complete dashboards/excels for activity monitoring

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- Update customer portfolio data in IT tools
- Monitor order allocation and budget progress levels
- Monitor the proper execution of the shipping flow and the management of hazards (delays, incidents, etc.).
- Manage, control and generate carrier invoices/credit notes.
- Manage the reconciliation and archiving of customs export documents.
- Manage shippings of the rugs in the Rome office
- Manage quality control of the products received
- Manage logistics for the shippings from Colombia

Communication (40% of the time)

- Develop catalogues
- Develop and manage the photoshoots
- Develop digital strategies and SEO
- Develop the editorial plan
- Update our Pinterest page
- Update our website
- Publish social media advertisements

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Preferred experience

- Fluency in English, Spanish would be an amazing plus since we work with our Colombian team.
- Advanced Excel and Suite Adobe skills
- Strong communication and business skills
- Strong analytical, organizational, decision-making and problem-solving skills

Company Benefits:

- Office space in our premises in Via Nizza 92
- Discounts on our collections

To Apply: Please send a copy of your CV & any other relevant information to info@tapistelar.com for our consideration.