



JOB TITLE: Production Coordinator, City Life Promotions

Supervisor: Director, City Life Promotions

Supervises: All City Life Promotions production staff

GOAL: To advance the mission and vision of City Life Promotions through the leadership and direct supervision of production staff that produce the highest quality embroidery and direct-to-garment products.

KEY OBJECTIVES

1. Customer Satisfaction - Ensure top quality, timely, and efficient embroidery and direct-to-garment production
2. Staff Supervision - Supervise all volunteer and paid production staff and ensure department compliance with employee expectations set forth in the COYFC Employee Manual
3. Maximize Gross Profit – Control Cost of Goods Sold (COGS) including production labor to budgeted gross margin targets or better
4. Sales Support - Coordinate with the sales team as needed to close new orders and satisfy customer requirements

SPECIFIC DUTIES

Responsibilities include, but are not limited to, the following:

Production Staff Supervision

- Schedule production staff to meet customer delivery requirements
- Oversee, mentor, and coach production team to meet customer quality requirements
- Train production staff as needed to ensure the highest quality product and professionalism
- Maintain the highest level of professionalism in the shop at all times as it pertains to:
 - Shop Cleanliness, including restrooms and surrounding sidewalks
 - Dress Code/Uniforms
 - Behavior/Language
 - Shop Visitors
 - Use of Technology

- Lead weekly production staff meetings
- Complete annual reviews for each production staff person

Shop Production

- Create work orders and schedule timely completion and delivery of embroidery and direct-to-garment production
- Demonstrated ability to operate all production equipment and willingness to help as needed to meet production demands
- Ensure that all production equipment is properly maintained according to manufacturer's recommendations and documented on service logs for each piece of equipment
- Management of customer quality concerns and escalation to City Life Promotions leadership as warranted

General Support

- Partner with the sales team in the sales pursuit process including assistance with quoting, samples, and sew outs as needed to generate sales
- Attendance at City Life Promotions and COYFC staff meetings as requested
- Assist as needed with other projects and initiatives as requested by your supervisor

REQUIREMENTS

- BA/BS degree or equivalent relevant production management experience
- Minimum of 5-years of successful staff leadership in a demanding, results driven environment
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent verbal and written communications skills
- Proven team player that works well under pressure
- Adherence to YFC Statement of Faith and Code of Conduct