



POSITION TITLE **Product Coordinator**
Date: **October 21, 2024**
Reports to: **Director of Enterprises**
Status: **Full-time Position**

Resumes may be sent to our Program Director, Elizabeth Gammill, at elizabeth@mustardseedms.org, or uploaded online after completing a Preliminary Job Application found on our website at mustardseedms.org.

SUMMARY

The Product Coordinator promotes a high level of customer service by ensuring customers are assisted in an enthusiastic, timely, and knowledgeable manner. The Product Coordinator is responsible for overseeing various aspects of our gift shops, including but not limited to: greeting customers, responding to questions about products and sales, improving engagement with merchandise, and overseeing product design and development, all while promoting the story behind The Mustard Seed and our Seedsters' unique products.

The Product Coordinator works closely with the Director of Enterprises to develop, design, and order products for resale in our gift shops. In addition, the Product Coordinator works alongside our enterprise and marketing teams to manage production goals, forecast for merchandise in our Gift Shops, assist with marketing opportunities, and address other various needs within our gift shops and sales department.

JOB RESPONSIBILITIES

- Must be enthusiastic, friendly, and energetic with a desire to provide outstanding customer service
- Ability to work as part of a team and take initiative independent of direct supervision
- Operate a cash register, manage financial transactions, and balance the money drawer
- Ability to multi-task while remaining flexible to the needs of our business and our customers
- Keep gift shop floors neat and tidy while creating attractive displays that highlight our products
- Conduct market research to identify product trends and opportunities
- Monitor the production process, track inventory levels, and coordinate with vendors to ensure timely delivery of products
- Establish and maintain relationships with vendors and suppliers
- Work with the enterprise and marketing teams to oversee production goals, assist with product engagement and marketing, and help with planning for off-campus shows and events
- Work with the Director of Enterprises to oversee all aspects of product development from concept to completion, including product design, inventory forecasting, launch dates, quality assurance, and final packaging of products
- Other duties and tasks set forth by the Executive Director and Director of Enterprises

POSITION QUALIFICATIONS

- Bachelor's degree in Product Design or related field
- 3+ years of experience in retail and/or product development
- Detail-oriented with strong problem-solving skills and excellent communication and organizational skills
- Ability to work independently and manage multiple projects efficiently and in a timely manner
- Knowledge of product design, materials sourcing, and manufacturing processes
- Proficiency in Microsoft Office products such as Excel, Word, and Outlook, as well as design programs such as Canva, InDesign, and Photoshop
- Experience with Shopify Ecommerce and Point of Sale a plus

The Mustard Seed seeks to meet the spiritual, physical, emotional, and intellectual needs of adults with developmental disabilities by providing a loving and protected Christian community with meaningful activities that allow the participants to fulfill the potential that God has created within them.