



Finishing Coordinator

About NeedlePaint.com

NeedlePaint.com designs and prints custom needlepoint canvases and sells needlepoint kits and finished products. We are a design-forward company with rapid prototyping capabilities, and we're growing fast. Our products celebrate the art of hand stitching, and our team is passionate about helping customers bring their canvases to life as belts, key fobs, dog collars, wallets, pillows, Christmas stockings, ornaments, and more.

About the Role

We are looking for a Finishing Coordinator who will serve as the operational hub of our finishing process ensuring every completed needlepoint canvas moves seamlessly from customer to artisan to final delivery. This is a detail-intensive, relationship-forward role that touches scheduling, quality control, cross-functional coordination, and customer communication every single day. If you love beautiful, handcrafted items and thrive in a structured, process-driven environment, this role is for you.

Core Duties & Responsibilities

Workflow & Traffic Management

- Coordinate and track the end-to-end movement of finished needlepoint canvases from customer receipt through artisan production and final return shipment.
- Manage daily scheduling and prioritization of finishing orders across multiple artisans at our leather and pillow production shop.
- Maintain and update workflow dashboards and production calendars to ensure on-time delivery.
- Identify bottlenecks proactively and communicate risks or delays before they escalate.

Customer & Cross-Functional Communication

- Serve as the primary point of contact for customers throughout the finishing process, providing proactive status updates at every stage.
- Manage inbound and outbound customer correspondence via Freshdesk ticketing system, ensuring timely, professional responses.
- Build and maintain strong cross-functional working relationships with our finishing shop; track turnaround times and quality.
- Coordinate with wholesale and retail customers, adapting communication style and SLAs as appropriate.

Quality Control

- Perform thorough QC inspections on incoming finished pieces before returning to customers, flagging and resolving any quality issues with our artisans.
- Maintain and help to optimize QC checklists and inspection standards for each product type (belts, pillows, stockings, ornaments, etc.).
- Self-audit your own work; you take ownership of accuracy and presentation from intake to outbound shipment.

Inventory & Records Management

- Monitor and manage inventory of all materials, packaging, and supplies needed to support the finishing and shipping process.
- Maintain meticulous records in our operations database; ensure all order data, tracking numbers, and customer information is current and accurate.
- Generate and process invoices using invoicing and shipping software.
- Maintain a clean, organized workspace and storage area at all times.

Process Improvement

- Identify opportunities to improve workflow efficiency, reduce turnaround times, and improve the customer experience.
- Partner with leadership to document SOPs and build scalable systems as the business grows.
- Contribute to team meetings with data-informed observations about throughput, quality trends, and vendor performance.

Knowledge, Skills & Abilities

Required

- **Detail Orientation:** Meticulous attention to detail
- Ability to perform repetitive tasks with consistent accuracy and patience; capable of self-QC.
- **Experience:** 2+ years in a coordination, traffic, operations, or customer service role
- Demonstrated ability to manage multiple concurrent workflows under deadline pressure.
- **Communication:** Comfortable managing customer and vendor relationships with professionalism in both written and verbal communication.
- **Freshdesk / Ticketing:** Proficiency with Freshdesk or a comparable ticketing/CRM system; able to maintain SLAs, triage tickets, and log customer interactions.
- **Spreadsheets:** Working knowledge of Microsoft Excel and/or Google Sheets (data entry, filters, basic formulas, organizing order data).
- **Shipping & Invoicing:** Experience with invoicing platforms and shipping software (e.g., PayPal, ShippingEasy, or similar).
- **Problem Solving:** Demonstrated ability to recognize workflow gaps, propose solutions, and implement process improvements.

Preferred

- Familiarity with the needlepoint, embroidery, or handcraft industry.
- Experience working with artisans, specialty manufacturers, or small-batch production environments.
- Background in creative industries or design-forward product companies.
- If you are a crafter, maker, or designer yourself please tell us about it in your cover letter!

About Our Ideal Candidate

You are organized, calm under pressure, and deeply satisfied by a process that runs smoothly. You care about the customer experience and take personal pride in every order that goes out the door. You bring strategic thinking to an operational role — always asking “how can we do this better?” You are someone who wants to grow with a company and make a lasting mark on how we scale.

Position Details

Hours	Monday–Friday, 9:00 AM–5:00 PM (40 hours/week)
Compensation	\$51,600/year (\$24.81/hour) - W2 Employee
Location	On-site at our office — no remote candidates, please
Status	Full-Time

Hiring Timeline

Phone Screens	Week of June 15, 2025
In-Person Interviews	Week of June 22, 2025
Target Start Date	End of June 2025
Posting Status	Open until filled

How to Apply

Please apply through this posting only. We will not answer phone calls. To be considered, include ALL of the following:

- Your résumé
- A cover letter about you, your background, and why you want to work for NeedlePaint feel free to share your passion for crafting, making, or design!
- Your email address and phone number

We look forward to meeting you!