



Wholesale Accounts & Production Coordinator

Reports to: Director of Operations | Location: In Person, Denver, CO

About NeedlePaint.com

NeedlePaint.com is a Denver-based specialty needlework company that designs and manufactures premium needlepoint canvases and kits, including custom and personalized products. Since 2009, we have served direct-to-consumer and wholesale customers through our e-commerce and business-to-business channels.

About the Role

We are looking for a highly organized, detail-oriented coordinator to work closely with our wholesale accounts to coordinate orders with our internal team and factories. This person will be an important link between our customers, internal team, and factories, making sure orders are entered accurately, questions are answered quickly, and projects move smoothly from order placement through production and delivery.

The ideal candidate will be an excellent communicator who enjoys working with people, is comfortable learning and using software systems, and has a strong eye for detail. Professional experience in needlepoint, textiles, design, retail, or manufacturing is a plus, as is a personal interest in needlepoint.

Why You'll Enjoy This Role

You'll follow each order from the first conversation with a customer to the canvases and stitched products arriving at their door. You'll work on a small team directly with the shops and designers who make up the needlepoint community. Your work will visibly shape how our customers experience NeedlePaint.

Key Responsibilities

Wholesale Accounts

- Serve as the tactical day-to-day contact for designers and wholesale customers.
- Communicate with customers regarding new orders, order details, pricing, timelines, revisions, and questions, and share updates and potential delays proactively.
- Collaborate with the Accounts and Payroll Specialist on billing, payments, and refunds.
- Work closely with the internal team to resolve customer issues and keep orders on schedule.

Production Coordination

- Review orders carefully to identify missing information, errors, or inconsistencies before sending them to production.
- Communicate order details, changes, questions, and special requests to our factories.
- Follow up with the factory regarding production status, timelines, quality issues, and shipping.
- Coordinate revisions and corrections between customers and the production team.

Order Tracking & Systems

- Enter customer orders accurately in our software systems and keep customer and order records organized and up to date.
- Track orders from initial placement through production and delivery.
- Help identify opportunities to improve order-processing systems and communication.

Qualifications & Skills

- **Extremely detail-oriented and organized.**
- Excellent written and verbal communication skills, with a friendly, professional style.
- Comfortable working with multiple orders and priorities at the same time.
- Strong computer and software skills; able to quickly learn new systems, including email, messaging platforms, spreadsheets, and order-management software.
- Able to follow up consistently and make sure tasks don't fall through the cracks.
- Ability to work independently while also collaborating with a small team.

Experience

Required

- 2+ years in a coordination or customer service role, including managing customer and vendor relationships.
- Experience with a ticketing or CRM system (we use Freshdesk), including triaging tickets, meeting response-time goals, and logging customer interactions.
- Spreadsheets: Working knowledge of Microsoft Excel and/or Google Sheets (data entry, filters, basic formulas, organizing order data).

Preferred

- Bachelor's degree or equivalent experience.
- Experience with ERP and POS order management platforms.
- Experience supporting wholesale, business-to-business, e-commerce, or light manufacturing operations.
- Experience working with designers, retailers, or suppliers.
- Photoshop skills
- Marketing experience
- Hands-on crafting and needlepoint experience or a genuine interest in hand crafting.

What Success Looks Like

A successful coordinator will make it easy for our customers to do business with us. Orders will be accurate, customers will receive timely communication, factory questions will be resolved quickly, and projects will stay organized and on schedule.

Within your first 90 days, you'll handle day-to-day communication with your wholesale accounts on your own, catch order issues before they reach production, and have a solid working relationship with our factory contacts.

Position Details

Compensation	Annual base salary: \$60,000
Benefits	Paid PTO and
Employment	Full-time, salaried position
Location	In Person: 5 days per week in Denver, CO
Reports to	Director of Operations
Application deadline	Best consideration date is October 6, 2026
How to apply	Please enclose a cover letter and resume. We prefer that you please combine your cover letter and resume into a single document (PDF preferred) and upload it with your application. Written communication is central to this role, so we read your cover letter as a writing sample. Applications without one won't be considered.

NeedlePaint is an equal opportunity employer. We consider qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability, genetic information, veteran status, or any other status protected by applicable law.