



## LOST ART DESIGN + PRINT, LTD.

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# ORDER + OPERATIONS COORDINATOR

## Job Summary

The Operations & Order Coordinator owns the day-to-day flow of Lost Art's order pipeline from intake to production hand-off. This role is responsible for processing incoming customer orders, coordinating product purchasing and inventory, managing the administrative side of client and internal web stores, and serving as a central communication hub between customers, vendors, and the production team.

This is a hands-on operational role in a small, fast-moving custom print shop. The right person thrives on keeping multiple moving parts organized, communicates proactively when something is off, and takes genuine ownership of the systems that keep production running. While this role is not a people-management position today, it carries real accountability — the schedule, the product, and the customer experience all run through here. Growth into a broader operations or management role is a realistic path as the business grows.

## Primary Responsibilities

### Order Intake & Processing

- Review and enter incoming customer orders with a high level of accuracy — product details, quantities, colors, sizes, and due dates — received via email, walk-in, and OrderMyGear
- Add new orders and task details to Asana; ensure all project information is current, complete, and accessible to the full team
- Verify that order details match quotes, proofs, and any client approvals before releasing to production
- Create and send invoices via Square; ensure all line items and quantities reflect final production details and any changes made during the order
- Assist with estimates and quotes using established pricing guidelines and ownership direction, with an emphasis on accuracy and consistency
- Hold customers accountable for timely artwork approvals, quantity confirmations, and payment to protect in-hands deadlines

### Product Ordering & Inventory

- Order blank apparel, headwear, and other production materials for upcoming projects; confirm availability, manage vendor lead times, and communicate delays to the team
- Maintain accurate backstock records; conduct regular inventory audits and flag discrepancies to production and ownership
- Communicate with vendors to resolve order issues, product substitutions, and availability concerns in a timely manner

### Scheduling Coordination

- Add confirmed orders to the production schedule in coordination with the Production Manager

- Monitor the active job queue for bottlenecks, upcoming deadlines, and rush order conflicts — flag issues proactively before they impact the production floor
- Communicate schedule updates to the team and escalate capacity concerns to the owner

### **Web Store Administration**

- Manage the administrative setup of client and internal web stores in OrderMyGear — product listings, pricing, descriptions, and open/close timelines (artwork and product configuration is handled by the Graphics & Pre-Press Coordinator)
- Monitor active web stores for missing information, conflicting dates, or unclear specs, and resolve issues before they reach the customer
- Process web store orders and coordinate fulfillment with production

### **Communication & Coordination**

- Serve as a communication bridge between customers and the production team — providing order updates, answering basic questions, and escalating issues to ownership when needed
- Collaborate with the Graphics & Pre-Press Coordinator to confirm correct artwork files, specifications, and placements are aligned for each order
- Monitor the full active order list for potential issues and proactively seek clarification before they become production problems
- Maintain organized digital records for orders, product purchasing, web stores, quotes, and invoices
- Participate in periodic process-improvement discussions to help refine order flow, inventory management, and customer communication

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### **Reporting Structure:**

- Reports directly to the Owner
- Works closely with the Print Production Manager and Graphics & Pre-Press Coordinator on order flow and scheduling

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### **What Success Looks Like:**

In this role, success means orders are processed accurately and on time, customers are kept informed, and the production team has everything they need before a job hits the floor. The right person takes initiative, follows through without being reminded, and helps the business run more smoothly every day they're here.

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### **Skills & Requirements**

- **Education:** Associate's degree or equivalent experience in coordination, purchasing, e-commerce, or business administration
- **Experience:** 1–2 years in order processing, inventory coordination, or a similar operational role preferred; motivated entry-level candidates will be considered
- **Attention to Detail:** This role touches every active order — mistakes have real downstream consequences for production and customers
- **Communication:** Clear, professional, and timely with both customers and vendors; comfortable escalating when needed

- **Systems Thinking:** Organized, process-oriented mindset; comfortable learning new platforms and maintaining detailed records
  - **Cross-Functional Comfort:** Able to work across departments in a small business environment where flexibility matters
  - **Software:** Proficiency with email and spreadsheets required; experience with ecommerce or project management software, point of sale or Square or similar platforms is a significant plus
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**Schedule:** Full-time, in-person. Monday–Friday, 8:00 AM – 5:00 PM. Some flexibility required during peak seasons, web store launches, events, or high-volume production periods.

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### **Performance, Growth & Merit Increases:**

Performance in this role will be evaluated based on factors such as:

- Accuracy and completeness of order entry and product purchasing
- Timeliness and reliability in inventory management and vendor communication
- Quality and timeliness of web store coordination with the graphics and production teams
- Accuracy of invoicing and quote assistance
- Proactive communication when issues arise and contribution to process improvements

A formal performance discussion will be held approximately six (6) months after starting to review progress, provide feedback, and discuss whether a pay adjustment is appropriate at that time. Future merit increases will be based on demonstrated performance, growth in responsibility, and the overall financial health of the business.

**Future Opportunities:** Potential to grow into an Operations Manager or senior leadership role as Lost Art's production operations and e-commerce presence expand.

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### **Compensation & Benefits**

Compensation for this role is salaried and will be outlined in the individual offer letter. The role includes access to Lost Art's benefits package for eligible employees, which may include paid time off (PTO), sick leave, and health insurance options, as described in the employee handbook. Specific compensation details and benefit eligibility will be discussed during the offer and onboarding process.