

PRODUCTION COORDINATOR

Position Summary:

Reporting to the Scheduler, the Production Coordinator plays a key role in ensuring the smooth execution of print production jobs from initiation to completion. This individual serves as the central liaison between production teams, remote Client Experience teams (CX), and other internal departments, ensuring timely communication, efficient workflow, and high-quality output. As the "hands and feet on the ground" at headquarters, the Production Coordinator provides essential on-site support to any remote CX, helping to bridge the gap between remote CX team and in-house production operations.

Key Responsibilities:

Production Coordination

- Coordinate and monitor the flow of print jobs through production end-to-end, mindful to deadlines, specifications, and quality standards.
- Assist the Scheduler in the preparation and updating of production schedules.
- Liaise with internal departments (prepress, printing, finishing, shipping) to facilitate job accuracy and on-time delivery to clients.
- Troubleshoot production issues and propose timely solutions to minimize disruptions.

CX Support (In-House Liaison)

- Serve as the primary on-site contact and support for remote CSRs, acting as their eyes, ears, and hands on the production floor – communicate customer specifications, changes, and special requests to production teams on behalf of the remote staff.
- Ensuring the availability of work orders and job tickets.
- Assist in coordinating proofs, sample checks, and approvals.

Administrative & Quality Support

- Participate in quality control checks and report any non-conformances, as required.
 - Support continuous improvement initiatives and operational efficiency.
-

Qualifications:

- Previous experience in print production coordination or a similar role in the printing industry.
 - Great opportunity for existing AIIM employees who work closely and understand day to day transactions for the CX person
 - Strong understanding of print processes (offset, digital, large format, finishing, etc.).
 - Excellent communication and interpersonal skills, especially in a cross-functional and remote team environment.
 - Highly organized with strong attention to detail and the ability to multitask under tight deadlines.
 - Proficient in production tracking software and Microsoft Office Suite (Excel, Outlook, etc.).
-

Preferred Attributes:

- A proactive problem-solver with a collaborative attitude.
- Comfortable acting as a point person in a fast-paced production environment.
- Able to build strong working relationships with both in-house and remote team members.
- Strong organizational skills
- Attention to details
- Strong communication skills
- Very good time management skills