

Colombia Jobs Expertini®

Remote Creative Production Coordinator

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Company: Design Pickle

Location: Colombia

Category: other-general

About Design Pickle

Design Pickle is a global creative services company providing thousands of businesses with unlimited, high-quality design and illustration work at a flat rate. Founded in Scottsdale, Arizona, Design Pickle was created to deliver reliable, affordable, and scalable creative content to any business.

Our Core Values

Be the SPARK

Let your fire and passion inspire someone else's day.

DRIVE Performance

Seek out new ways to improve performance, satisfaction, and impact for our customers. Less is more rules supreme.

Give it to me STRAIGHT

Lead with radical and professional candor in every situation. Graciously accept when others do the same. Move forward together and aligned.

HELP when nobody's watching

Find opportunities to support each other and our clients beyond the day-to-day.

Lean into HARD

We thoughtfully select our challenges and tenaciously commit to conquering them.

Make your own PICKLES

We are a collection of incredible individuals who challenge ourselves and each other to grow.

Change is celebrated as a sign of progress.

The Role

Hello, prospective pickle! Design Pickle is growing fast, and we are looking to expand our team by adding an Enterprise Production Coordinator (PC). **The Production Coordinator is responsible for coordinating a team of creatives, optimizing their client's production schedule, and ensuring that all work is completed on time and to the client's satisfaction.** This role is an excellent opportunity to leverage your client-handling and project coordination skills to immediately impact creatives' lives and the quality of work delivered to Design Pickle's customers.

Reports to: Production Specialist

On a daily basis, works closely with creatives, Quality Specialists, Team Coordinators, and other Production Specialists. Frequent interactions with Customer Success Managers and Customer Support.

Who We Are Looking For

First, Make Relish is anything but typical. We're a group of hard-working, creativity-loving individuals from around the world. You will work directly with a team of creatives to ensure Design Pickle's customers get the best creative work they've seen in their lives!

Do we love pickles, too? Most of us! But don't stress if pickles aren't your thing. It's not a deal-breaker. We do look for passion and interest in something, though, because our uniqueness is what helped make us into the great company we are today.

We stand by **vision, purpose, and values**, and these are mission-critical to how you show up every day.

Key Objectives and Responsibilities:

Ensure optimal performance and creative utilization on the production floor by monitoring key performance indicators and identifying opportunities for improvement.

Coordinates with creatives, managing the client's production schedule, ensuring that all work is completed on time.

Monitors the progress of production work and provides regular updates to the client and senior management.

Provides suggestions and recommendations to Creatives to help them deliver the quality of

work that meets the standards set by Design Pickle and clients.

Reviews sentiment analysis and ticket feedback ratings from customers.

Collaborates closely with Quality Specialists in ensuring design quality and brand guidelines are met.

Collaborates with Team Coordinators, Quality Specialists, and Production Specialists in identifying Design Time for all requests assigned to his/her team.

Ensures company notes are updated based on client preferences on an as-needed basis and coordinate these updates within the team.

Ideal Profile

Specific to your role, we're looking for individuals who have...

A passion for our purpose: to be the most helpful creative platform in the world.

In-depth knowledge of the creative development and production process, enabling successful fulfillment of the vision and implementation of creative briefs.

Proficient in coordinating multiple projects concurrently while dealing with diverse stakeholders.

Attention to detail with exceptional organizational ability.

Proficient in project and relationship management.

Outstanding communication and problem-solving skills, with an aptitude for collaboration across multiple teams.

Practical understanding of Adobe Creative Cloud: Photoshop, Illustrator, InDesign, After Effects, Premiere Pro, and Acrobat.

Practical understanding of Canva, Figma, Microsoft PowerPoint, and Google Slides.

Resourceful and self-motivated individual who excels in a fast-paced environment.

Proficient in organizing and comprehending project requirements, even when they may not be well-defined.

Experience with project management platforms.

Daily interaction with clients, mainly through Slack and Email, with multiple virtual meetings weekly.

Business-Level English skills and ability to collaborate with cross-functional and international teams, including other Production Coordinators, Quality specialists, Customer Success Representatives, and Enterprise Level Customers.

Strong organizational and time-management skills, and the ability to prioritize tasks and meet deadlines to ensure timely delivery of high-quality work.

Decision-making, negotiation, and forward-thinking skills.

Experience working with ticket management tools.

Bonus Pickle Points if you have...

Proven working experience coordinating creative teams, preferably in an agency-type environment.

Extensive knowledge and understanding of the creative process and what constitutes good creative work.

Knowledge of Jira and Confluence.

Experience coordinating creative projects successfully, ensuring they are completed on time and meet the client's expectations.

Familiarity or experience in a creative role is a plus.

Experience in customer support or client-facing roles.

What's on Offer?

100% Remote work

Above-average industry pay rates

Consistent payout schedule

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