

Position Title	Product Coordinator
Reports To	Product Manager
Department	The Leprosy Mission Shop/Social Enterprise
New/Existing	New
Position Type	Full Time
Location	Box Hill, Victoria

Strategic Purpose

The Leprosy Mission Australia (TLMA) is part of a global mission group and with our network of partners we are working to reach zero leprosy transmission by 2035 and to bring about transformation, breaking the chains of leprosy, empowering people to attain healing, dignity, and life in all its fullness.

The Leprosy Mission Shop is a social enterprise of The Leprosy Mission Australia. We are committed to partnering with and supporting the training of artisan producers, working alongside them to ensure that marginalised people affected by leprosy, poverty, and disability can earn a dignified income and look forward to a hopeful future. Our strategy is focused on growing the Social Enterprise Shop's revenue to expand employment opportunities for marginalised communities while promoting environmental sustainability. Our priority is to build a profitable, socially impactful, and sustainable shopping platform—one that helps fund the cure, care, and restoration of lives impacted by leprosy.

The Role

The **Product Coordinator** plays a vital role in supporting the end-to-end product journey. From coordinating product design and development, raising purchase orders, to sample approval, packaging development, and creation of product copy descriptions for printed marketing material and e-commerce. In addition, this role will conduct market research and trend analysis to help make informed product selection decisions and drive continuous improvement.

This role reports to the Product Manager and will work closely with the Inventory and Logistic Manager. Clear communication and team collaboration are imperative as Social Enterprise works with multiple internal teams and external partners.

Key Result Areas

Product Development

- Assist in the sourcing of Australian made and Fair-Trade certified products with the direction from the Product Manager
Assist the development of a unique branded Leprosy Mission Australia products, and corporate gifting and hampers
- Liaise with suppliers to confirm cost prices, request marketing samples, product images, descriptions and specifications
- Create of compelling product descriptions for printed marketing catalogues and online product copy descriptions including ad hoc content management of the online shop
- Attend trade shows, industry events, gift exhibitions, events and conferences

- Assist the Supporter Care Team to provide exemplary customer service by resolving customer queries in relation to product quality issues
- Facilitate sample inventory and coordination of product testing
- Working alongside the Product Manager in the exploration of future wholesale opportunities
- Support Marketing Coordinator in determining product selections for catalogue production

Market Research and Monitoring

- Keep track of competitors and upcoming trends in the ethical and sustainable retail space
- Conduct product innovation research to recommend new product offerings for emerging markets
- Analyse sales, retail data and other consumer insights to assist in forming and developing product ranges

Administration

- Provide administrative support to the Product Manager and the Inventory and Logistics Manager
- Review and maintain status of inventory, ensuring accuracy of records and stock levels by raising purchase orders
- Generate and maintain unique SKU codes in Microsoft Dynamics, ensuring accurate and consistent data entry
- Cleansing of data to ensure data accuracy and analysis of data to provide data-driven insights
- Highlighting of any potential issue in the order-to-delivery process by a comparison of fulfillment status in sales orders

Essential Selection Criteria

- An understanding of and ability to operate within the Christian based beliefs and the vision, mission and values of TLMA
- Demonstrates cultural sensitivity, clear communication, and adaptability when working with global teams, suppliers, and stakeholders across different time zones and contexts.
- Degree or Diploma in Fashion, Merchandising, Buying or similar
- Advanced PC skills (MS Office in particular Word & Excel, Canva, ERPs) and ability to acquire new IT skills with ease
- Minimum 1 year in buying and/or product development in retail or social enterprise sector
- Knowledge of Inventory and Logistics concepts
- Attention to detail with proven administration and numerical skills
- Ability to think outside the box and come up with creative solutions within established frameworks whilst using data results to drive decisions
- Ability to work under pressure with the versatility in handling different tasks simultaneously with a can-do attitude
- Proactive, motivated and delivers a high level of productivity and efficiency in a fast-paced environment
- Exceptional verbal and written communication skills
- Works collaboratively in a team with a positive outlook

Special Requirements

Safeguarding

- TLMA has a zero-tolerance policy towards any abuse, neglect and exploitation to all people. The postholder should have signed and must comply with all TLM organisational policies, including the Safeguarding Policy and Code of Conduct and the Child and Vulnerable Adult Protection Policy.

Eligibility

- Permanent permission to work in Australia
- Be prepared to provide National Police Check