

## We're Hiring: Production/Operations Coordinator

**Location:** On site | **Type:** Contract | **Company:** Hyphen SA

**Hyphen SA** is a publishing services company delivering high-quality editorial, design and production solutions to leading educational publishers. As we continue to grow, we're looking for a highly organized and proactive **Production/Operations Coordinator** to help streamline and support our internal processes.

### About the Role

As our Production/Operations Coordinator, you'll be at the heart of our operations, ensuring projects run smoothly from initial enquiry to final delivery and invoicing. You'll coordinate schedules, maintain documentation, support vendor relationships and assist with quality assurance and reporting. This role is ideal for someone who thrives in a fast-paced environment, enjoys problem-solving and has a sharp eye for detail.

You'll work closely with our Production Manager, Publishing Manager, COO and Accounts Manager, supporting both in-house and freelance Editorial Project Managers to ensure seamless project execution.

### Key Responsibilities

- Oversee operational coordination of all projects, from fee proposal to completion
- Act as a liaison between internal teams (editorial, design, production, accounts) and freelance suppliers
- Maintain and update project tracking systems
- Set up approved projects and payment plans in our systems
- Assist with onboarding freelancers (NDAs, contracts, tax forms)
- Support invoicing, purchase orders and budget tracking
- Troubleshoot operational issues and escalate when needed
- Contribute to improving internal workflows and SOPs
- Provide administrative support for meetings, travel and events

### What We're Looking For

- 2+ years of experience in operations, project coordination or administrative roles
- Excellent command of English
- Proficient in Microsoft Office suite
- Strong organizational and time-management skills
- Excellent communication and interpersonal abilities
- Comfortable working with numbers and digital tools
- Detail-oriented, resourceful and proactive problem-solver

- Familiarity with Smartsheet or similar project management tools is a plus

### **Why Hyphen?**

- Work with a dynamic, international team
- Be part of meaningful educational publishing projects
- Opportunity to contribute ideas and shape internal processes

**Interested?** Send your CV and a brief cover letter to [hr@hyphensa.com](mailto:hr@hyphensa.com) with reference number #1071208. We look forward to hearing from you!