

Production Support Coordinator

About the Role

The Production Support Coordinator serves as the operational bridge between Rubix Foods and its network of external manufacturing partners. This role ensures that customer orders are received, produced, and shipped accurately, on time, and in full. The individual in this position will work across multiple plants and departments to align production schedules, inventory levels, and customer demand, while proactively identifying and resolving issues that could disrupt order flow.

Success in this position requires exceptional organizational skills, analytical ability, and the capacity to navigate dynamic manufacturing environments. This is a hands-on coordination role requiring close daily communication with co-manufacturers, internal Supply Chain functions, and Customer Service to drive execution and maintain service reliability.

Key Responsibilities

1. Order & Production Coordination

- Serve as the daily point of contact for assigned manufacturing partners to manage Rubix production orders.
- Confirm that all customer orders are received and acknowledged by plant partners within expected lead times.
- Monitor production schedules and proactively identify delays, material shortages, or quality issues impacting order fulfillment.
- Ensure all orders flow correctly through Microsoft Great Plains (ERP) from entry through shipment confirmation.
- Reconcile production quantities, lot codes, and shipment data for accuracy and completeness.

2. Finished Goods & Inventory Management

- Maintain visibility of finished goods inventory across manufacturing sites to ensure availability aligns with forecasted demand.
- Work with Procurement and Logistics to balance inventory positions—avoiding excess stock or service gaps.
- Execute and communicate replenishment or production adjustments as required to maintain on-time customer fulfillment.

3. Issue Resolution & Escalation

- Identify, investigate, and resolve problems in order flow—such as missed production, delayed shipments, or system discrepancies.
- Collaborate with plant operations and internal teams to implement corrective actions and prevent recurrence.
- Serve as the first responder to unplanned events (e.g., equipment downtime, raw material shortage, freight issues).

4. Cross-Functional Communication

- Coordinate daily with Customer Service, Procurement, Supply Chain Finance, and Quality Assurance to align production priorities.

- Communicate updates on order status, delays, or reschedules to internal and external stakeholders in real time.
- Prepare and distribute daily or weekly production updates for assigned co-manufacturers.

5. Systems & Reporting

- Maintain accurate records within MS Office Suite of programs as well as interact Microsoft Great Plains, ensuring orders, production receipts, and shipments are up to date.
- Build and maintain Excel-based trackers and dashboards to monitor key performance metrics such as OTIF (On Time/In Full), inventory aging, and plant throughput.
- Compile periodic performance reports highlighting service levels, trends, and improvement opportunities.

6. Continuous Improvement

- Participate in post-mortem reviews of late or incomplete orders to identify root causes and implement permanent fixes.
- Support standardization of communication, order management, and escalation processes across co-manufacturing sites.
- Recommend and help implement system or process enhancements to improve efficiency and visibility.

Qualifications

- **Experience:** Minimum of 3 years in a supply chain coordination, production support, or manufacturing scheduling role, preferably within a multi-site or co-manufacturing environment.
- **Education:** High School diploma or equivalent is required. Relevant experience in production or supply chain management may be considered in lieu of formal education. A background in Supply Chain, Logistics or Manufacturing is a plus.
- **Location:** Jacksonville, FL (on-site)
- **Travel:** 0-5% travel as needed
- **Systems:** Proficiency in Microsoft Office Suite, particularly Excel (VLOOKUP, PivotTables, conditional formatting). Experience with Microsoft Great Plains or other ERP systems preferred.
- **Competencies:** Demonstrated ability to manage multiple priorities, meet deadlines, and maintain high accuracy under pressure.

Skills and Abilities

- **Analytical Accuracy:** Ability to interpret data, identify variances, and translate metrics into actionable insight.
- **Operational Discipline:** Maintains organized documentation, order tracking, and schedule adherence.
- **Communication Clarity:** Provides concise, professional updates to plants, partners, and internal teams.



- **Problem Solving:** Anticipates and resolves production issues before they escalate into customer impact.
- **Adaptability:** Adjusts to changing production timelines, shifting priorities, and unexpected disruptions.
- **Initiative:** Challenges current processes and contributes to continuous improvement within the supply chain function.
- **Values Alignment:** Embodies Rubix Core Values—Bold, Leader, Open-minded, Creative, Knowledgeable, Selfless—through daily execution.

About Rubix Foods

At Rubix, we believe big problems lead to big opportunities. We're a team of movers, shakers, and tastemakers from all walks of the industry ecosystem and together, we tackle some of the toughest challenges in food – from research to rollout – at unparalleled speed. That's why so many of the biggest, most exciting brands in the world come to us for their flavor and ingredient needs.

Their problems give us purpose. In fact, we love problems so much, we built a place to chew on them every day. Our new 50,000 sq. ft., first-of-its-kind Innovation Center is a foodie's playground, fostering greater creativity, collaboration, and possibilities in the development of food. And we're filling it with the best and brightest minds in the biz.

Do you love problems? Good. You might be one of us. #WeLoveProblems