Production Manager

Position Details	
Department	Production
Reports To	Chief Executive Officer
Key Partners	Works closing with all department heads
Location	Production facility, New Orleans area
Classification	Full-time

POSITION SUMMARY

The Production Manager leads all jewelry production at Mignon Faget, from raw materials through finished goods ready for Distribution. The role is accountable for output, on-time delivery, quality, cost and safety. It also leads the people who make the product. The Production Manager utilizes our ERP system to turn sales and inventory demand into a realistic production plan and makes sure each work center has the people, materials, equipment and instructions it needs. Every piece that leaves the floor must meet Mignon Faget's quality standards.

KEY RESPONSIBILITIES

Production Planning and Scheduling

- Build and maintain the production schedule based on replenishment, wholesale, special orders, new product launches and the holiday build.
- Set priorities for work orders and balance workload across work centers and staff.
- Manage capacity: anticipate peaks, plan overtime or temporary help, and flag constraints to leadership early.
- Own the flow of Customer Repairs and Stock Repair Orders through production, including turnaround-time targets.

ERP &Manufacturing Systems

- Own the day-to-day accuracy and use of NetSuite for production planning, work orders, inventory movements, and production completion.
- Oversee work order creation, material allocation, production updates, and timely closure so system records match activity on the floor.
- Use NetSuite inventory and demand information to anticipate shortages, set production priorities, and support purchasing decisions.
- Coordinate the accuracy of bills of materials (BOMs), routings, and production item information with Design and other departments.
- Monitor material usage, scrap, inventory discrepancies, and manufacturing cost variances; investigate issues and drive corrections.
- Use NetSuite reports, saved searches, and dashboards to track production status, inventory availability, and performance.

- Establish clear system procedures, train staff, and partner with Technical Operations on troubleshooting and improvements.

Team Leadership and Role Clarity

- Directly supervise the Casting Manager, Foreperson, Raw Materials Coordinator, Finishing Coordinator and the full production staff.
- Define and document each role's responsibilities, decision rights and handoffs. Assign one clear owner for shared areas such as quality sign-off, supplies, kitting and new-product coordination.
- Set goals, give regular feedback, conduct performance reviews, and address performance or conduct issues promptly and fairly.
- Plan staffing, interview and hire, and build cross-training so key skills are not held by just one person.
- Make sure training is consistent and documented, including for staff with limited English.
- Build a culture of punctuality, craftsmanship, accountability and respect.

Quality

- Own Mignon Faget's production quality standards and make sure they are documented, understood and applied consistently.
- Define the quality checkpoints: incoming materials, between work centers, and final inspection before Distribution. Assign who signs off at each one.
- Track defects, rework and returns. Lead root-cause analysis and corrective action with the relevant work center, Casting or Design.

Materials, Inventory and Cost

- Oversee raw material planning and purchasing so materials are available without excess inventory.
- Monitor material, labor and overhead costs against Standard Cost. Investigate variances and recommend cost improvements.
- Ensure accurate work order, inventory and production records in the company's systems.
- Develop and manage the production budget, including supplies, consumables, equipment and maintenance and labor.

Equipment, Facility and Safety

- Make sure preventative maintenance is scheduled, performed and documented. Decide when to bring in outside service and approve repair spending within authority limits.
- Plan equipment replacement and capital needs.
- Keep the workplace safe and compliant, including chemical handling, ventilation and dust collection, gas cylinder storage, PPE and OSHA requirements.
- Support facility projects affecting production, including layout and any relocation.

Process Improvement and Reporting

- Create and maintain standard operating procedures for each work center.
- Identify bottlenecks and waste. Lead improvements to flow, layout, tooling and methods.
- Report production performance to leadership regularly, covering output, on-time completion, quality, labor efficiency, cost variances and repair turnaround.

KEY PERFORMANCE MEASURES

Measure	What It Shows
On-time completion of work orders	Schedule reliability for replenishment, wholesale and special orders
First-pass quality / rework rate	How often product passes inspection without correction
Customer repair turnaround	Speed and reliability of repair service
Cost vs. Standard Cost	Control of material, labor and overhead costs
Labor productivity	Output relative to hours worked, by work center
Equipment downtime / PM completion	Effectiveness of the maintenance program
Safety incidents	Workplace safety and compliance
Staff retention and cross-training coverage	Team stability and depth of skills

QUALIFICATIONS

Required

- 5+ years of production or manufacturing experience, including at least 3 years supervising a production team.
- Experience in jewelry, metalsmithing or a comparable manufacturing environment.
- Working knowledge of jewelry production processes, such as casting, assembly, stone setting, soldering, polishing, finishing and plating.
- Proven ability to plan production, manage capacity, improve processes, and meet deadlines Experience writing procedures and defining roles and responsibilities.
- Hands-on experience using a manufacturing ERP system to manage work orders, inventory, and production information.
- Understanding of BOMs, manufacturing costs, inventory accuracy, and operational reporting.
- Strong communication skills with production staff, leadership and cross-functional partners.

Preferred

- Hands-on bench experience as a jeweler or metalsmith.
- Familiarity with lean manufacturing or continuous improvement methods.
- Experience with Standard Cost, budgeting and variance analysis.
- Experience with Oracle NetSuite manufacturing and inventory functions, including work orders, BOMs, and reporting.
- Experience leading teams through organizational change.

FIRST 90 DAYS

1. Learn each work center, meet the team, and assess current workflows, staffing, and production performance.
2. Establish a weekly scheduling and priority-setting routine with clear ownership across work centers.
3. Review NetSuite work order practices, inventory transactions, BOM accuracy, and reporting; identify the highest-priority improvements.
4. Set quality checkpoints, baseline performance measures, and a consistent leadership reporting routine.
5. Confirm preventive maintenance procedures and establish clear expectations for system accuracy and staff training.

WORKING CONDITIONS

- Works on the production floor and in an office setting.
- Exposure to jewelry production equipment, chemicals, heat, dust and noise, with appropriate PPE.
- Able to stand and walk for long periods and lift up to 50 lbs.
- Extended hours may be required during peak and holiday seasons.

This job description outlines the main duties of the role and is not a complete list. Responsibilities may change as the business needs.