



PRODUCT OPERATIONS COORDINATOR

PADI, the global leader in Scuba Diver Training, is searching for a full-time **PRODUCT OPERATIONS COORDINATOR** at our corporate headquarters in Rancho Santa Margarita, California. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits. We are an amazing company searching for amazing people to join our team!

Reporting to the Product Operations Manager at PADI Worldwide, the Product Operations Coordinator will be responsible for assisting and coordinating the day to day activities of product operations and lifecycle management for PADI's worldwide portfolio of products.

What You'll Be Doing

PADI has a significant product portfolio that spans print and digital educational materials, interactive digital products and merchandise that is available in 25+ languages and over 180 countries. This role will assist and coordinate with the Product Operations Manager to provide the hands-on leadership, methodology, structure and information support necessary for the organization to effectively coordinate product decision-making, development, product releases, updates and sunsets on a worldwide basis.

- Strategize and implement methodology to ingest product pricing into PADI system. Manage maintenance of pricing on an ongoing basis ensuring that methodology and procedures remain efficient, suitable and scalable as our organization expands.
- Communicate new or adjusted pricing to appropriate RHQ personnel, document prices and logic, and incorporate it into the various annual price lists used for PADI and EFR Members, and RHQs.
- Create and manage workflow between Product Operations and Product Managers to ensure pricing is entered into Macola and any relevant e-commerce platforms.
- Manage PADI's large product archives, and ensure we have digital copies of physical product where appropriate. Develop organizational system for logging, filing, check-in and check-out and enforcing relevant retention policies. Ensure archives remain up-to-date with new products and new languages.
- Assist Product Operations Manager with product mapping into Tableau. Provide recommendations on ensuring this process is efficient and accurate.
- Assist Product Operations Manager with global product team coordination.
- Work with Product Operations Manager to ensure implementation of Aha!, Jira and other platforms continues to enable PADI to plan, manage and report on product activity across the PADI portfolio in a lifecycle framework.
- Provide clear and consistent communications to key personnel in all RHQ offices on all relevant product related matters.
- Own and manage product information in PIM tool (commercetools).
- Support marketing, sales, and product management with ecommerce product set up and product data migration.
- Maintain accurate product information across multiple web properties.
- Work closely with marketing to set up and execute product discounts, bundles, and sales in commercetools.
- Analyze ecommerce analytics to identify cross-sell and up-sell opportunities across PADI's ecommerce offerings.

Skills and Experience You'll Need to Be Successful In This Role

- 3-5 years of experience with products that are globally available at scale. PADI's products are available in 180 countries and 25+ languages to over 130,000 instructors and a million students per year.
- Specific Tools:
 - Strong working knowledge of Microsoft office; Excel, MS Word and Power Point.

- Experience with Macola, confluence/Jira, Aha! And Tableau preferred.
- Product information management systems, such as commercetools, preferred.
- Digital Analytics experience is a huge plus.
- Base knowledge of SEO best practices.
- A passion for new ideas, developing new processes and challenging the status quo.
- Must have strong analytical and critical thinking skills.
- Comfortable learning new software applicable to business requirements.
- Comfort in dealing with a variety of cultures and personalities.
- Experience writing Product Information is a plus.

Founded in 1966, PADI has grown consistently through our 54 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI has certified over 27 million divers, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and a robust benefits plan.

If this job sounds interesting to you and you meet these requirements described above, we'd like to get to know you! Please submit your resume & salary requirements to jobs@padi.com . To learn more about our company visit us at www.padi.com

Applicants must possess the right to work in the United States. PADI is an Equal Opportunity Employer

PADI is The Way the World Learns to Dive.

California Applicants please note that PADI collects personal information relating to its candidates for employment to manage the recruitment process. The organization is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. To view PADI's CCPA Notice please go to <https://www.padi.com/ccpa-notice>