

Quince

OUR STORY

Quince was started to challenge the existing idea that nice things should cost a lot. Our mission was simple: create an item of equal or greater quality than the leading luxury brands and sell them at a much lower price.

OUR VALUES

EVERYONE SHOULD BE ABLE TO AFFORD NICE THINGS. Quality shouldn't be a luxury. We're proud of our mission to bring the world's highest quality goods to people at affordable prices.

QUALITY IS MORE THAN MATERIALS. True quality is a combination of premium materials and high production standards.

WE FOCUS ON THE ESSENTIALS. From the perfect crewneck sweater to hotel quality sheets, we're all about high quality essentials that bring enjoyment to daily life.

WE'RE INNOVATING TO MAKE UNREAL PRICES A REALITY. Our uniquely developed factory-direct model lets us offer exceptionally high quality goods for much lower prices than our competitors.

ALWAYS A BETTER DEAL. We believe in real price transparency, for both our customers and factory partners. This way, everyone gets a better deal.

FAIR FACTORIES. We are committed to working with factories that meet the global standards for workplace safety and wage fairness.

OUR TEAM AND SUCCESS

Quince is a retail and technology company co-founded by a team that has extensive experience in retail, technology and building early stage companies. You'll work with a team of world-class talent from Stanford GSB, Wish.com, D.E. Shaw, Stitch Fix, Urban Outfitters, Wayfair, McKinsey, Nike etc.

ROLE OVERVIEW

At Quince, operational excellence behind the scenes is just as important as product quality. We're hiring a **Sample Coordinator** in our Hong Kong office to lead the organization and flow of apparel samples from pre-production through product launch.

Your mission: create a streamlined, scalable sample management system that supports the rapid development and launch of thousands of products. You'll track, organize, and move samples with speed and accuracy—building the processes and structure our team needs to stay nimble as we grow.

WHAT YOU'LL DO

Own Sample Flow – Manage the full lifecycle of samples from pre-production to go-live, across product categories.

Organize with Precision – Maintain and optimize sample storage in limited office space. Ensure samples are accessible, labeled, and categorized.

Streamline the Process – Implement new workflows that eliminate inefficiencies and improve visibility into where samples are, at all times.

Track Everything – Maintain a clear, up-to-date sample dashboard that logs all incoming and outgoing packages.

Fulfill Requests – Prepare, pack, and ship samples as needed with fast, accurate communication of tracking and ETAs to stakeholders.

Support the Teams – Receive and unpack new sample deliveries, pull inventory from warehouse, and distribute samples to relevant teams.

Purge with Purpose – Implement a clear and efficient system for sample purging and donations.

Build for Scale – Partner with Quality, Process, and Product Catalog teams to shift sample workflows into a digital system and future-proof our internal operations.

WHAT YOU BRING

- Strong organizational and time management skills; thrives in a fast-paced environment
- Detail-obsessed and systems-oriented
- Self-starter who takes ownership and finds ways to improve the work
- Strong written and verbal communication skills
- Able to lift up to 50 pounds regularly

- Excitement to learn how great products come to life

WHAT SUCCESS LOOKS LIKE

First 30 days

- Physical sample storage fully organized across categories
- Sample dashboard actively tracking all movement
- New intake and purge processes implemented

First 6 months

- Scalable HK sample system established
- Sample flow integrated into Product Catalog or internal systems
- High cross functional satisfaction from PD, Sourcing, and Merch teams

METRICS THAT MATTER

Goal	KPI	Target
Sample Turnaround Time	Avg time from sample receipt to logged and next action owner assigned	<24 hours for all categories
Sample Tracking Accuracy	% of samples logged with location and stage status	100% sample traceability across all stages
Scalable System Implementation	HK sample storage/process redesign	Fully scalable system active in HK office
Internal Satisfaction	% of cross-functional teams satisfied with sample support	≥90% satisfaction on internal survey
Shipment Accuracy	% of sample shipments fulfilled with correct contents and confirmed ETA	99%+ with real-time tracking communication

Information

- Working hours: 8 hours a day, ideally 3 days a week
- Location: Units 1605–1606, 16/F, Enterprise Square Two, 3 Sheung Yuet Rd, Kowloon Bay, Kowloon, Hong Kong
- Contact person: Keith Yau, Recruiter, keith.yau@onequince.com