



JOB PROFILE

Date: May 6, 2019
Position: Inside Sales Support
Reports to: VP Sales & Marketing

Hemlock Printers Ltd. is an internationally recognized leader in commercial print with two facilities in Burnaby, British Columbia and sales associates in Burnaby, Victoria, Seattle and San Francisco. We are also an equal partner in Hemlock Harling Distribution, a data-driven mail, fulfillment and distribution company located in Richmond, BC.

This position is responsible for supporting Hemlock's Canadian sales team in a manner that enables them to focus on developing existing customers and pursue new business opportunities with the highest possible effectiveness. The role provides a high level of support in a wide range of service, communication and administration duties, contributing to an enhanced customer service experience to retain and grow the business.

The requirements for this position would typically be acquired through a combination of post-secondary education in business, marketing management or print related courses and/or industry experience in a similar role.

Core Responsibilities

1. Assist a team of Sales Representatives on the full cycle of orders, including:
 - a) Create and submit quote requests (RFQs) from Rep phone calls, note or emails from the field
 - b) Review quotes with Reps, make changes as required and send PDFs to clients
 - c) Submit orders for all aspects of production, including digital, offset, display, gang-runs and imprints
 - d) Provide file submission guidance and support to designers and assist in reconciling non-conforming file issues
 - e) Work with the Hemlock courier coordinator for pickup and drop off of files and proofs
 - f) Send out and follow up on new customer account applications
 - g) Send out and follow up on COD invoices on behalf of Reps
 - h) Submit new customer and prospect information to Hemlock's CRM database
 - i) Work with Planning and Estimating to ensure effective client communication to meet production and delivery expectations
 - j) Assist in presenting pricing proposals of various complexities



2. Qualify and respond to incoming website inquiries, call-ins and walk-ins as assigned in the manner described in (1) or review with the VP Sales for assignment to a Rep.
3. Source and distribute specific product information to clients and prospects, including mock-ups, sample kits, promotional material, letters of introduction or other requirements as requested by the Rep.
4. Liaise with Digital & Display, Web Solutions and Hemlock Harling staff to support various requests.
5. Pro-actively identify and research prospective clients that align with the company's value proposition, and review with the VP Sales or assigned Rep for contact and follow up.
6. Assist in plant tours, press approvals and other on-site customer, prospect, supplier and post-secondary school group needs.
7. Actively participate in weekly Sales Huddles and semi-annual Cascadia Sales Conferences.
8. Actively participate in relevant seminars, events, trade-shows and other client-facing and training opportunities.
9. Provide any other necessary support to the Reps or the VP Sales to retain and enhance sales revenues.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote INSIDE SALES SUPPORT in the email subject line. We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.