



JOB PROFILE

DATE: MAY 31, 2019
POSITION: CUSTOMER SERVICE REPRESENTATIVE
STATUS: REGULAR, FULL TIME
SHIFT: MONDAY TO FRIDAY
HOURS: 7.5 HOURS/DAY
LOCATION: BURNABY

Hemlock Printers Ltd. is an internationally recognized leader in print communications with our manufacturing plant in Burnaby, British Columbia and sales associates in Burnaby, Seattle and San Francisco. For more information, please visit www.hemlock.com.

We have a job opening as a Customer Service Representative to join our Web Development Team. The individual in this position will act as the centralized contact in support of the Sales Team on day to day operations for identified Enterprise Accounts. They will handle inquiries regarding production orders, inventory management, program billing, and coordinate work across multiple departments including Prepress, Digital and Display, Fulfillment, Print on Demand, IT and Accounting. The role is key in helping identify service gaps and suggest workflow improvements to increase customer satisfaction and optimize production and distribution efficiency.

Core Responsibilities:

- Front line client communication
- Liaise with Fulfillment Team for all fulfillment clients serviced through Hemlock Harling
- Enterprise account planning
 - Buyouts
 - Replenishments
 - Business Card Shell reorders
- Online Prepress
- Finished Goods Inventory Management
- Support a transition to a PrintVis/uStore integrated solution
- Coordinate ongoing billing activities for designated program accounts
- Open monthly dockets as required and issue associated Purchase Orders to outside suppliers

Skills & Qualifications:

- Excellent in MS Office Suite (advanced knowledge of Outlook, Word, Excel and Teams)
- Working understanding of online order platforms (e.g. XMPie, Magento, Shopify, etc)



- Familiarity with web coding (HTML, CSS, XML and CMS) and Adobe Creative Suite including InDesign, Illustrator and Photoshop
- Experience working in customer service for printing/manufacturing environment an asset
- Strong written and oral communication skills
- Strong organizational skills & ability to handle multiple priorities

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote Customer Service Representative in the email subject line. Links will not be accepted.

We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.