



JOB PROFILE

Date: January 27, 2020
Position: Inside Sales Support
Hours: Monday - Friday, 8:30AM - 4:30PM
Reports to: VP Sales & Marketing

POSITION OVERVIEW

The Inside Sales role provides an essential level of support for Hemlock's Canadian sales team members across a wide range of service, communication and administration duties, contributing to the company's success in retaining and growing the business from new and existing clients. Daily interaction with virtually all departments and production aspects of the organization means the ability to multi-task, communicate effectively, set priorities and meet deadlines with precision detail are critical aspects of the success in the position.

POSITION RESPONSIBILITIES

1. Assist a team of Sales Representatives on the full cycle of orders, including:
 - a) Create and submit quote requests (RFQs) from Account Manager phone calls, technical specification notes or emails from the field
 - b) Review quotes with the reps, make changes as required and send PDFs to clients
 - c) Submit orders for all aspects of production, including digital, offset, display and imprints
 - d) Provide file submission guidance and support to designers and assist in reconciling non-confirming file issues
 - e) Work with the Hemlock courier coordinator for pick-up and drop-off of files and proofs
 - f) Send out and follow up on new customer credit applications, COD invoices and other administrative requirements
 - g) Submit new customer and prospect information to Hemlock's CRM database
 - h) Work with Planning, Production and Estimating to ensure effective client communication to meet production and delivery expectations
 - i) Assist in presenting pricing proposals of various complexities
2. Qualify and respond to inbound website inquiries, call-ins and walk-ins as assigned in the manner described in (1) or reviewed with VP Sales for rep assignment
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. Effectively liaise with Digital & Display, Web Solutions and Hemlock Harling staff to support client and Account Manager requests
5. Proactively identify and research prospective clients that would align with the company's value proposition, and review with the VP Sales or an 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, tradeshow and other sales and marketing aspects of the company's client-facing opportunities
9. Provide any other necessary support to the Reps or the VP Sales to retain and enhance sales revenues



SKILLS & QUALIFICATONS

1. Minimum 3 years' experience and/or Post-secondary degree or diploma in graphic communications, business, marketing management or equivalent education and training
2. Extensive understanding of digital, offset and wide-format print production
3. Exceptional verbal, written, numerical and interpersonal business communication skills
4. Ability to multi-task, manage time and priorities and move efficiently between different responsibilities in a fast-paced, deadline-driven environment
5. Demonstrated track record of a solid, customer focused work-ethic
6. Proven ability to work effectively both independently and in teams
7. Experience and proficiency in core MS Office and Adobe Creative Suite applications

If you are interested in this position, 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.