



JOB PROFILE

Date: June 19, 2020
Position: Account Manager, Hemlock USA
Status: Full-Time
Location: San Francisco Bay Area Sales Office

POSITION OVERVIEW

Hemlock Printers is a North American leader in the rapidly changing and transforming business of print communications. In business for over 50 years, we are truly best-in-class and deliver superior results through expert craftsmanship, advanced technology and sustainable practices. Our San Francisco Bay Area office location is seeking the addition of a proven and experienced Account Manager interested in a long-term career opportunity to work with an award-winning industry leader in print communications.

The Account Manager is responsible for developing and maintaining a customer base while continually recruiting new clients. This role is the key liaison between client and company ensuring superior customer relationships and is expected to effectively and professionally represent Hemlock Printers in the marketplace consistent with our culture and reputation for the highest quality service and integrity. In close collaboration with Sales Management, the Account Manager is expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis.

Core Responsibilities:

- Maintains and grows sales account base, while prospecting and developing relationships
- Respond to customer inquiries by creating and submitting quote requests to the Customer Service team
- Submit orders for all aspects of production, including digital, offset, display, mail, distribution and fulfillment programs
- Provide file submission guidance and support to designers and assist in reconciling file issues
- Ensure proper procedures for new account openings are followed with the assistance of the Office Manager
- Maintain an up-to-date database of active and prospective customers within Hemlock's ERP system
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations
- Present pricing proposals of various complexities
- Effectively liaise with internal Manufacturing contacts to ensure a high level of customer satisfaction and service



- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive and collaborative way with the highest regard to sustainability practices and Integrity in the work environment
- When applicable, assist in plant tours, press approvals and other on-site customer or prospect visits
- Actively participate in weekly Sales Huddles and semi-annual Sales Conferences
- Ensure billing issues are addressed in an expeditious manner

Skills & Qualifications:

- Minimum 3 years sales experience in the graphic arts industry and/or post-secondary degree or diploma in graphic communications, business, marketing management or equivalent education and training
- Experience in selling to executive level decision makers and Graphic Designers
- An excellent knowledge of prepress, digital, offset and wide-format print production, new technology developments, competitive services and trends
- A strong track record of meeting and exceeding sales goals
- Exceptional verbal, written, numerical and interpersonal business communication skills
- Ability to multi-task and work under pressure, managing time and priorities while moving efficiently between different responsibilities in a fast-paced, deadline-driven environment
- Demonstrated track record of a solid, customer focused work-ethic
- Must be able to travel and have a valid passport
- Proven ability to work effectively both independently and in teams
- Experience in core MS Office and Adobe Creative Suite applications

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote "ACCOUNT MANAGER" in the email subject line.