

## **JOB PROFILE**

**POSITION:** Hand Work Department Team Lead  
**STATUS:** Full-Time, Monday to Friday  
**LOCATION:** Richmond, B.C  
**DATE:** January 13, 2021

Hemlock Harling Distribution is a rapidly growing company specializing in mail processing, digital print production, E-Commerce order fulfillment, hand work and kitting and third-party distribution solutions to a diverse range of clients throughout North America. We are an equal partnership of Hemlock Printers, a recognized North American print industry leader based in Burnaby, BC, and Harling Direct, a prominent postal services and fulfillment provider with facilities in Montreal and Toronto. We proudly operate from a dedicated 40,000 square foot facility in Richmond, BC. Our experienced team maintains a dedication to accuracy, reliability and continuous innovation.

## **POSITION OVERVIEW**

The Hand Work Department Team Lead should possess a strong work ethic, attention to detail, the ability to meet deadlines and commitment to customer service as it relates to product fulfillment. They will be responsible for planning, directing and administering various aspects and activities within the Hand Work Department, while emphasizing a positive teamwork mentality. Responsibilities include:

### **Leadership**

- Responsible for developing, evaluating and coaching team members in best practices and Hand Work Department procedures
- Creates and maintains a positive environment and encourages growth and development
- Schedules and allocates Hand Work Department personnel based on daily production schedule
- Communicates daily expectations to staff and follows up to ensure completion
- Administer company and departmental policies and verifies consistent application
- Fields general employee inquiries

### **Process Management**

- Sets daily outbound order goals and communicate to the Hand Work Department team
- Stays up to date with changes in packaging requirements to guarantee service satisfaction
- Ensures staff are performing within set time frames for each project
- Administer safety practices and exhibits safe behaviors
- Identifies ongoing opportunities for improvement and communicates to management
- Provides on the job training for new hires and temporary associates
- Shifts priorities as business dictates, often on short notice

### **Cross-functional Collaboration**

- Works with fellow department Team Leads to organize daily outbound deadlines
- Facilitates efficient operations through strong partnerships with other departments

### **Requirements:**

- Minimum 2 years of supervisory experience in a Production or Manufacturing environment
- Strong computer skills with excellent verbal and written communication skills
- Ability to coach employees with a professional and motivating approach
- Performance analysis and problem solving capabilities
- Ability to multi-task effectively while demonstrating strong time management skills
- Experience in a fast-paced environment where priorities change on a regular basis
- Must be able to regularly lift and move up to 30 pounds and stand/walk for duration of shift

**How to Apply:**

This is a permanent, full time position offering a competitive wage and excellent benefits. If you are interested in exploring this career opportunity and meet the requirements listed above, please send you resume and cover letter to [employment@hemlockharling.com](mailto:employment@hemlockharling.com). Please quote Hand Work Department Team Lead in the email subject line.

We would like to thank all applicants for their interest, however only those applicants considered for an interview will be contacted.

**hemlockharling.com**