Hemlock

JOB PROFILE

Date:	June 23, 2021
Position:	Digital Production Planner
Status:	Full Time
Shift:	Monday – 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, Victoria, Seattle and San Francisco. For more information, please visit www.hemlock.com.

We have an immediate job opening as a Digital Production Planner to join our Customer Service Team. The position is fulltime – Monday to Friday and is focussed on successful project management and customer support for Hemlock's print activities.

The successful candidate would have a minimum two years of relevant industry experience and/or related post-secondary education.

Core responsibilities:

- Plan and manage print orders from order submission through to billing
- Act as primary contact (internally and externally) ensuring customer needs are met
- Co-ordinate materials and 3rd party suppliers as required
- Ensure project stays within estimated scope and manage change costs as required
- Support other Customer Service team members to balance and manage workload
- Participate and support in continuous improvement and the development of best practices within and across department

Other requirements for this position include:

- Excellent written and verbal communication skills
- Ability to manage simple and complex projects under tight deadlines
- Ability to multi-task and move efficiently between different responsibilities
- Ability to work cooperatively as a team member
- Experience and proficiency in Word and Excel
- Experience in printing industry MIS software is an asset
- Strong customer service skills

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