



JOB PROFILE

Date: July 26, 2021
Position: Manager, Hemlock Digital
Status: Full Time
Shift: Monday - Friday
Hours: 8 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 opening for a **MANAGER** to join our Digital Print Department. This position is responsible for managing the day-to-day operations, plus serve as liaison between the production and customer support staff, internal departments as well as clients ensuring consistent product quality and exceptional service.

Goals of the Position:

- Develop and maintain a quality focused, customer-centric team, supporting each staff members success and continual development.
- Establish and ensure product quality standards are met and support ongoing training and continuous improvement initiatives.
- Regularly engage Hemlock's Sales Teams and support initiatives, including new product offerings, that drive continued digital sales growth.

Core Responsibilities:

- Manages the day to day operations of Hemlock's Digital department
- Liaises with the Production Supervisor regarding plant production
- Liaises with Estimating department regarding Digital orders and specifications
- Supports Sales Team on active or incoming projects with technical guidance and pricing decisions
- Improves and strengthens the department by implementing system improvements and providing the tools and training
- Represents Digital Customer Service staff to help understand and address any service or quality issue with Account Representatives, Customers and Suppliers
- Works with the Production Team on identifying root causes for reworks/quality issues and leads/supports any identified follow-up actions



- Reviews existing workflows for repeat business and for opportunities to improve, plus assists in the creation of procedures that help clarify the workflow of repeat business
- Acts as the “service delivery” contact for prospective clients and takes part in the development of the custom workflows before and after the account becomes live
- Manages staffing requirements including overtime, vacation requests, attendance reports and annual performance reviews
- Works with Human Resources on staffing changes and issues
- Negotiates and monitors all Hemlock Digital’s supplier contracts
- Attends weekly sales meeting representing the digital department
- Participates as a member of Hemlock’s Operations Team and holds regular department meetings

Additional Duties: The above responsibilities do not imply that these are the only duties to be completed. Any other job-related duties and instructions requested by your Supervisor or Manager are expected to be performed.

Other requirements for this position include:

- Related diploma or degree in print production and minimum four years related experience. Management education or experience is an asset.
- Excellent written and verbal communication skills
- Ability to multi-task and move efficiently between different responsibilities
- Ability to maintain a high level of confidentiality
- Strong leadership skills which foster a positive atmosphere
- Strong analytical and problem-solving skills
- Strong interpersonal skills
- Ability to manage and resolve disputes and emergencies
- Brings forth suggestions or ideas for improvement and achieves quality program goals
- Goal-setting and results oriented

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

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