



## JOB PROFILE

**Date:** July 26, 2021  
**Position:** Planning Manager  
**Status:** Full Time  
**Shift:** Monday - Friday  
**Hours:** 8 Hours/Day  
**Location:** Burnaby

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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](http://www.hemlock.com).

We have an opening for a **PLANNING MANAGER** to join our Customer Service Team. This position is responsible for managing and supporting the Production Planning team in providing the best value and service to our customers. You will serve as liaison between the planning department and internal departments as well as external clients and suppliers ensuring quality job satisfaction.

### Core Responsibilities:

- Provides on-going managerial and technical support to the planning team in all aspects of the job from docket sleeves to reworks and communicates any improvements or learned lessons to the entire team.
- Approves all new dockets to ensure consistency and accuracy for optimal production; provide feedback and training.
- Coordinates live work during times of excessive workload and assists with planners' workload during vacation/care periods.
- Improves, strengthens and supports effective customer service, with the utmost of quality and attention to detail, by implementing departmental system improvements and providing the tools and training for planners.
- Manages staffing requirements including overtime, vacation requests, attendance reports and conducts annual performance reviews. Works with the Director of Customer Service on staffing changes and issues.
- Represents the planning department 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.



- Ensures sub-trades meet our quality and service standards by requesting and responding to feedback from the planners and sales team regarding the performance of sub-trades, and work with sub-trades to find more effective ways to work together.
- Monitors and reports on the fiscal performance of completed jobs to identify areas for improvement.
- 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.
- Attends weekly sales meeting representing the 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.

**Skills & Qualifications:**

- Related diploma or degree in print production and minimum four years related experience. Supervisory education or experience is an asset.
- Excellent written and verbal communication skills
- Ability to manage offset print projects under tight deadlines.
- Ability to multitask and move efficiently between different responsibilities.
- Ability to work cooperatively as a team member.
- Strong leadership skills which foster a positive atmosphere
- Strong coaching and mentoring skills which foster a focused and motivated team.
- Strong interpersonal skills
- Ability to manage and resolve disputes and emergencies.

If you are interested in this opportunity, please forward your resume to [hrd@hemlock.com](mailto:hrd@hemlock.com) and quote **PLANNING MANAGER** in the email subject line. Links will not be accepted.

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