



JOB PROFILE

Date: July 27, 2022
Position: Office & Sales Support Specialist, HUSA
Status: Permanent, Full Time
Shift: Monday to Friday
Hours: 8 Hour/Day (8:30 am – 4:30 pm)
Location: Seattle, WA

Hemlock Printers Ltd. is an internationally recognized leader in print communications with our manufacturing plant in Burnaby, British Columbia and sales associates in Burnaby, Seattle, and San Francisco. For more information, please visit www.hemlock.com.

We have an immediate opening for an **Office & Sales Support Specialist** with Hemlock Printers USA Inc. This position is responsible for provides daily support to our US-based Sales Team while managing an evolving list of house accounts. The role supports the Seattle-based team by creating and maintaining a friendly, productive, and well-organized office environment. This role is responsible for a wide range of duties as the lead administrative representative of Hemlock’s USA team, working with several internal departments including Sales, Accounting, Management, Production Planning, Estimating, Shipping and IT. The role also directly supports Hemlock’s customers with a range of requests including assistance with customer onboarding, presentation of estimates, confirming order specifications, coordination of incoming and outgoing couriers and arranging travel. Supporting a growing business and dynamic team, the Office & Sales Support Specialist position plays a vital role in the performance and ongoing improvement of Hemlock USA’s business development efforts.

Core Responsibilities:

Customer and Sales Support

Provide daily support for USA based Account Managers and direct support for a roster of assigned customers, responding to a range of requests which assist new business development and effective project management of live orders. This includes requests for samples, project specifications, quotations, and order submissions. Daily collaboration with your assigned Production Planner as well as our online services group for any enterprise and online orders.

Accounting and Management Support

Support Hemlock’s Accounting and Management teams with a variety of day-to-day office duties, including accurate and timely expense reporting for project related expenses. Onboarding new customers through PrintVis and providing contacts with appropriate paperwork such as credit applications, customers forms, re-sale certificates etc.

Office Environment and Resources

Provide and maintain a professional, well organized office environment ensuring all day-to-day resources are available and accessible to support ongoing business development and project management activities

Building Representative

Represent Hemlock as the lead contact to the office building manager facilitating communication between the parties, including communicating changes and notices to internal stakeholders.



Skills & Qualifications:

- Ability to multi-task and work without supervision
- Highly organized and strong verbal and written communication skills
- Ability to work as an independent contributor and as part of a team
- Interpersonal skills to build strong and lasting relationships
- Problem solving and conflict resolution skills
- Related diploma or degree and/or a minimum of one year of print industry experience is an asset.
- Skilled in MS Office Suite, Google Docs/Sheets / Social Media Platforms

Benefits:

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Health Spending Account (FSA)
- Vacation and Care/Sick pay
- Paid Holiday days – eleven (11) annually:
- Group 401 K
- Profit Sharing
- Employee & Family Assistance Program

Hemlock Printers is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who would contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote **Office & Sales Support Specialist** in the email subject line.

Open Until Filled.

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