

## JOB PROFILE

**DATE:** August 9, 2022  
**POSITION:** E-Commerce Fulfillment Coordinator  
**STATUS:** Monday to Friday, permanent, full time  
**LOCATION:** Richmond, B.C

Hemlock Harling Distribution is a rapidly growing company specializing in mail processing, digital print production, E-Commerce order fulfillment 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 operations located in Montreal.

Our Fulfillment Team is growing as we onboard new clients who require efficient, professional and high-quality e-commerce distribution services for a range of products. If you are looking for a long-term career, with a well-established company where you learn new skills in a high growth industry, then this is your opportunity.

Hemlock Harling proudly operates from a dedicated 40,000 square foot state of the art facility in Richmond, BC. Our experienced team of close to 50 staff members are committed to providing exceptional service to our customers, while driving continuous improvement in our processes and technologies.

The successful candidate will be customer-service focused, detail oriented, and comfortable with a fast-paced environment with tight deadlines. This is a permanent, full-time position offering a competitive wage, excellent benefits and career growth opportunities.

### Core Responsibilities:

- Respond to customer inquiries submitted by email, phone or via online site
- Receive and translate order information for use by the warehouse and production teams
- Coordinate all necessary resources to meet client timelines requested
- Provide dedicated support to Account Directors
- Receive estimate requests and create job quotes
- Monitor inventory levels and initiate replenishment orders for warehoused items
- Provide exceptional customer service to both internal and external clients
- Deliver periodic reports to customers as required
- Solve problems and provide constructive solutions in a timely manner
- Collaborate with the Hemlock Harling Sales Team and Production Team members on the development and implementation of service improvements

### Additional requirements for this position include:

- Excellent customer service skills
- Excellent written and verbal communication skills
- Experience and proficiency with computers including MS Outlook, Word and Excel
- Ability to manage projects under tight deadlines



- Ability to multitask and move efficiently between different responsibilities
- Ability to work cooperatively as a team member
- Understanding of basic HTML & CSS

**How to Apply:**

If you are interested in exploring this career opportunity, please send your resume to [employment@hemlockharling.com](mailto:employment@hemlockharling.com). Please quote E-Commerce Fulfillment Coordinator 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.