

Job Profile

Date:	September 11, 2023
Position:	Account Manager
Status:	Permanent, Full Time
Shift:	Monday - Friday
Hours:	8.0
Location:	San Francisco
O*NET-SOC:	41-4012.00
Pay Scale:	\$65000 - \$100000

Hemlock Printers Ltd. is an internationally recognized leader in print communications with manufacturing facilities and offices in Burnaby, BC and Los Angeles, CA, plus sales associates in Seattle, WA and San Francisco, CA. For more information, please visit hemlock.com.

We have an opening for an **Account Manager** in our USA Sales Department located in the San Francisco – Bay Area. A Hemlock Printers Account Manager is responsible for developing and maintaining a customer base while continually recruiting new clients. This role is the key liaison between client and company ensuring superior customer relationships and effective and professional representation of Hemlock Printers consistent with our culture and reputation for the highest quality service and integrity.

In close collaboration with Sales Management, you are expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis. You should have an excellent knowledge of prepress, digital, offset and wide-format print production, new technology developments, competitive services, and trends. They should also be able to communicate with others clearly and effectively.

Goals of the Position

- Develop new business for Hemlock in respective markets with quarterly and annual goals set that are mutually agreed upon.
- Maintain a portfolio of business that is curated and sustainable, with steady growth year over year.

Position Responsibilities

- Maintains and grows sales account base; prospecting and developing relationships,
- Respond to customer inquiries by creating and submitting quote requests to the Customer Service team
- Submit orders for all aspects of production, including digital, offset, display, mail, distribution, and fulfillment programs.
- Provide guidance and support to clients and assist in reconciling issues.
- Maintain an up-to-date database of active and prospective customers within Hemlock's ERP system
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations.
- Present pricing proposal of various complexities
- Effectively liaise with internal Manufacturing contacts to ensure a high level of customer satisfaction and service.
- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive, and collaborative way with the highest regard for sustainability practices and integrity in the work environment.
- Assist in plant tours, press approvals and other on-site customer or prospect visits.
- Actively participate in weekly Sales Huddles and semi-annual Sales conferences



Skills and Qualifications

- Minimum 3 years of sales experience in the graphic arts industry and/or post-secondary degree or diploma in graphic communications, business, marketing management or equivalent education and training,
- Experience in selling to marketing communication decision-makers and Graphic Designers.
- An excellent knowledge of prepress, digital offset and wide-format print production, new technology developments, competitive services, and trends.
- Exceptional verbal, written, numerical and interpersonal business communication skills,
- Ability to multi-task, manage time and work under pressure in a fast-paced, deadline-driven environment
- Demonstrated record of accomplishment for solid, customer-focused work ethic, and meeting or exceeding sales goals
- Proven ability to work effectively both independently and in teams
- Willingness and ability to travel
- Experience in core MS Office and Adobe Creative Suite applications.

Benefits

- PPO Health & Dental insurance for employee, spouse and qualifying children
- Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Health Spending Account (FSA)
- Vacation and Care/Sick pay
- Paid Holiday days - twelve (12) 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 to advancement. Our goal is to provide equal possibilities for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who 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 **Account Manager - SF** 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.