

Job Profile

Date:	November 6, 2023
Position:	Production Planner
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Location:	Burnaby, BC
NOC:	13201
Pay Scale:	\$50,154 - \$69615

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 a **Production Planner** in our Planning department. The Production Planner, Print provides exceptional project management services for Hemlock's print activities. The role ensures all relevant production specifications are communicated clearly and efficiently to production teams and outside suppliers, ensuring the product meets or exceeds both quality and delivery expectations. Equally important, the role provides responsive and professional service to Hemlock's customers, sales team members and other internal staff involved in the project.

A Production Planner should be a capable communicator and should be adept and creating a good rapport with clients. They should also be able to work well and retain close attention to detail while under pressure.

The position is Monday to Friday, 8.0 hours per day.

POSITION RESPONSIBILITIES

- Plan and manage print orders from order submission through to billing
- Act as primary contact (internally and externally) ensuring customer needs are met
- Co-ordinate materials and 3rd party suppliers as required
- Ensure project stays within estimated scope and manage change costs as required
- Support other Customer Service team members to balance and manage workload
- Participate and support in continuous improvement and the development of best practices within and across department
- 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 manager are expected to be performed.



SKILLS & QUALIFICATIONS

- Related diploma or degree and/or a minimum of two years of industry experience in print production planning or coordination is an asset.
- Has excellent listening and communication skills
- Has good analytical and problem-solving skills
- Able to establish excellent rapport with clients
- Able to stay focused under pressure
- Able to meet strict deadlines
- Has strong attention to detail and accuracy.

BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Vacation and Care/Sick pay
- Group RRSP
- Profit Sharing
- Employee & Family Assistance Program
- Transit/Compass Card program
- Free Electric charging stations & onsite parking

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 **Production Planner** 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.