

Job Profile

Date:	December 12, 2023
Position:	Sales Support Specialist
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Location:	Los Angeles, CA
O-net SOC:	43-4051.00
Pay Scale:	\$43,550 - \$51,714

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.

The Sales Support Coordinator at the Paper Chase Press Division is the primary customer support contact for general inquiries and incoming custom quote requests. The role guides the customer through presentations of our capabilities and materials, the determination of project specifications, estimating, file preparation and reviewing, file delivery, and initiation of production. Working closely with members of the Paper Chase Press customer support team, as well as the Hemlock Printers L.A. and Vancouver-based production teams, the Sales Support Coordinator acts as the first point of contact by fielding all general inquiries and quote requests for both design and print projects.

The Sales Support Coordinator should have experience in sales and customer service, with a deep understanding of best practices in both areas. Strong teamwork and interpersonal skills are essential for success.

Reporting to the Director of Enterprise Solutions, the position is a full-time permanent, working Monday - Friday, 8:00 am to 4:30 pm (½ hour unpaid lunch).

POSITION RESPONSIBILITIES

- Collaborate with customers to determine project specifications that fulfill project goals
- Submit quote requests to estimating team using and outsourced graphic design
- Set-up new customers within the PrintVis system
- Set-up payment terms in collaboration with Hemlock accounting, when applicable
- Create jobs within PrintVis system, populating project information and assigning to appropriate Production Planning team member
- Request and facilitate file submission for prepress processing
- Collaborate with Production Planning team to provide clear project details including specifications and timing
- Perform preliminary pre-flight of files when applicable, check for discrepancies prior to prepress processing
- Coordinate with production regarding delivery dates and priorities, and ensure schedule is updated
- Answer technical questions and assist in revisions when necessary
- Keep team updated on various quote statuses
- Assist in answering phone calls, walk-ins, and emails, assist clients to pick materials & formats, place orders, and prepare new jobs
- Work with office assistant to ensure sample and retail orders are delivered
- Work with team at events on the occasional evening or weekend, both on-site and off-site, including art & book fairs, holiday markets, trade shows, etc.

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

- Excellent in MS Office Suite (advanced knowledge of Outlook, Word, Excel and Teams)
- Prior experience with order management systems (e.g. Microsoft Dynamics, Business Central)
- Strong written and oral communication skills - loves to work as a cohesive team
- Strong organizational skills & ability to handle multiple priorities with high accuracy and attention to detail
- Experience working in customer service for printing/manufacturing environment an asset
- Working knowledge of the complete Adobe Creative Suite with emphasis on InDesign, Photoshop, and Acrobat is an asset

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 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 **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.