

Job Profile

Date:	January 21, 2024
Position:	Sales Support Specialist - Canada
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Location:	Burnaby, BC
NOC:	64409
Pay Scale:	\$44,590 - \$52,936

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.

To support our increasing sales team and provide additional customer support, we have a job opening for a Sales Support Specialist. As the Hemlock Sales Support Specialist, you will provide daily support to the Canadian Sales Team (primary) and back up support for the US Sales Teams while managing an evolving list of house accounts. The role is responsible for a wide range of duties working with many internal departments as well as coordinating with those same departments at Hemlock's affiliated companies. You will also directly support 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, you play a vital role in the performance and ongoing improvement of Hemlock's business development efforts.

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 VP Sales, Canada, the position is a full-time permanent, working Monday - Friday, 8:00 am to 4:30 pm (½ hour unpaid lunch).

POSITION RESPONSIBILITIES

Sales Support

- Assist assigned account managers with accurate and timely quote submissions, revisions and order submissions of varying degrees of complexity
- Assist account managers with file submissions and customer access to FTP
- Assist account managers with new customer set-up, facilitating the completion of account application forms, customs letters, resale certificates and custom forms
- Arrange travel and accommodation for Account Managers and customers as required
- Assist in updating customer contact information within ERP system
- Support sales team with business development activities including establishing new prospect contacts and customers within ERP system, and conducting online research on an as-requested basis
- Respond to customer requests regarding accounts receivable or payment procedure questions
- Assist Account Managers with getting samples, marketing collateral and any relevant details for customers meetings or business development strategies together.
- Effectively liaise with Hemlock's Enterprise & Online Solutions team to assist in any aspect of the Account Managers' active online customers
- House account management includes meeting the needs of existing customers with new requests such as estimates, order submissions, and maintaining schedules with respect to deadlines and shipping details. Also sending out samples and information for customer and prospect needs as requested.
- Support the creation of mailings lists for newsletter distribution, upcoming sales events and special projects
- Track and communicate shipment status for packages sent to customers, vendors, Hemlock Harling, Hemlock Display, Account Managers and other destinations



- Assist in gathering and compiling relevant content for customer “RFP” proposals in collaboration with Hemlock’s marketing and management teams
- Collaborate with the Sales and Marketing Support team in establishing consistent processes and best practices for supporting the Sales team.
- Actively participate in weekly Sales Huddles, Cascadia Sales Conferences and other sales related meetings and customer-facing events
- Provide vacation coverage for Account Managers, including active inbox monitoring and pre-production project management

Direct Customer Support

- Manage a limited but dedicated roster of direct and house accounts, ensuring professional communication, customer service and follow up
- Create and submit quote requests, present quote letters and submit orders for all aspects of production, including digital, offset, wide format, mailing and fulfillment as appropriate
- Provide file submission guidance and support to customers and assist in reconciling non-compliant file issues
- Approve customer pro-forma invoices in a timely and accurate manner

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 Management Team 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
- Experience in sustainability and social purpose initiatives an asset
- Working knowledge of the complete Adobe Creative Suite with emphasis on InDesign, Photoshop, and Acrobat is an asset

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 **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.