

Job Profile

DATE:	April 26, 2024
POSITION:	Production Supervisor – Print & Mail
STATUS:	Permanent, full time
SHIFT:	Monday to Friday, 7:00am-3:30pm
LOCATION:	Richmond, B.C
NOC:	77022
Pay Scale:	\$68,931 - \$85,089

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 proudly operate from two specialized facilities encompassing over 56,000 square feet in Richmond, BC. Our experienced team maintains a dedication to accuracy, reliability and continuous innovation.

We have an exciting opportunity for someone with a strong work ethic and a positive team mentality. The successful candidate will be well organized, focused on detail and able to work within a fast-paced environment under tight deadlines. This is a permanent, full-time position offering a competitive wage and excellent benefits.

POSITION OVERVIEW

The Production Supervisor – Print & Mail manages the day-to-day operation of our Print & Mail Facility. This role is responsible for the successful and accurate execution of all print and mail projects while ensuring the required delivery dates are met. The Production Supervisor – Print & Mail will identify areas of the operation that require improvement and collaborate with Senior Management to implement ongoing workflow enhancements. The role will ensure staff are supported and have the required training and equipment to successfully perform their required duties. Regular meetings will be facilitated with all staff members that report to the Production Supervisor – Print & Mail, including annual Performance Planning and Review sessions. Additional responsibilities for this role are listed below.

POSITION RESPONSIBILITIES

- Supervise approximately 15 staff who are responsible for the print & mail services at Hemlock Harling
- Assign work to the production team across 2 shifts adhering to scheduled delivery times
- Coordinate the movement of consumables and live job collateral between the Fulfillment & Distribution Center and the Print & Mail Facility
- Ensure quality standards are met & that the production team is following defined workflow processes
- Perform regular quality control checks on live jobs
- Collaborate with Senior Management on all aspects of the Print & Mail operation
- Manage performance, onboarding and training of staff
- Proactively alert Production Coordinators if projects are not able to meet scheduled delivery
- Manage an active on call/part time list and assign temporary workers as needed to ensure staffing capacity is aligned with production volume
- Ensure the facility is kept clean & well organized to ensure maximum safety, efficiency & productivity
- Ensure all equipment is maintained for optimal operating conditions & coordinate servicing as needed
- Participate in new equipment acquisitions that support productivity and quality improvements
- Operate production equipment for live projects when necessary

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

- Minimum 2-years of supervisory experience in a production setting
- Possess a positive attitude and demonstrates strong leadership skills
- Demonstrates clear, effective communication via email and in-person
- Highly proficient with Microsoft Outlook, Word, Excel and general production management systems

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 onsite parking

Hemlock Harling 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.

How to Apply:

If you are interested in exploring this career opportunity, please send a cover letter and your resume to employment@hemlockharling.com. Please quote **Production Supervisor – Print & Mail** 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.