

Job Profile

Date:	October 27, 2025
Position:	Sales Support Specialist, USA
Status:	Sales, USA
Shift:	Vice President, USA Sales
Hours:	8:30 am to 4:30 pm - 8 hours per day
Location:	Los Angeles, California
O*NET-SOC:	43-4051.00
Pay Scale:	\$45,266 - \$53,768

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

We have an opening for a **Sales Support Specialist** at our Los Angeles office location. Working closely with members of the Hemlock Printers' customer service and Paper Chase Press eCommerce teams, the Sales Support Specialist, USA is the primary customer support contact, fielding all general inquiries and custom quote requests for both design and print projects.

The Sales Support is responsible for qualifying custom print requests and assigning the orders to the proper workflows, either as a Paper Chase Press House Account or reassigned to a Hemlock Printers Account Manager for larger custom print orders. Once assigned, Sales Support is responsible for supporting House Accounts by guiding the customer through presentations of our capabilities through the initiation of production. The goal for this position is to manage a small to mid-size portfolio over the year as Paper Chase Press House Accounts to bring projects to the finish line and develop relationships with customers to build loyalty and repeat work.

The Sales Support Specialist 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.

POSITION RESPONSIBILITIES

- Collaborate with customers to determine project specifications that fulfill project goals
- Support all inbound client contact by phone call, walk-ins, and leads sent to company contact email
- Triage opportunities to one of three streams:
 - HUSA Account Manager
 - Self-manage as a Paper Chase house opportunity
 - Online order through Paper Chase Press website
- Utilize company MIS to execute the following:
 - Set-up new customers / prospects; establish payment terms with the support of HUSA Sales Support and the Accounting department.
 - Submit custom quote requests to estimating team
 - Create jobs within MIS, populating project information
- Submit quote requests for outsourced graphic design if required
- Work with Prepress and Planning to support customer technical questions and assist in file revisions when necessary
- Collaborate with Production Planning team to provide clear project details including specifications and timing including priorities and critical delivery dates
- Provide cross-team support for standard e-commerce orders to maintain workload balance, managing order entry in company MIS, client communication, and planner coordination.
- Contribute to e-commerce storefront development, sharing customer insights to expand self-serve options; participates in quarterly reviews with the E-commerce team and VP, Sales USA.



- Collaborate with Studio and Marketing Assistant to ensure studio supplies are stocked (cartons, tape guns, stationery, etc.), assemble sample packages that meet prospective client interests.
- Receive and organize incoming products from suppliers and prepare products for shipment, coordinate shipping documentation and ship retail and customer orders from Los Angeles location
- Work with teams at events on the occasional evening or weekend, both on-site and off-site, including art and book fairs, holiday markets, trade shows, etc.
- Provide vacation coverage for Los Angeles based Account Managers, including active inbox monitoring and pre-production project management

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 AND QUALIFICATIONS

- Strong proficiency in MS Office Suite (including Outlook, Word, Excel and Teams)
- Prior experience with order management systems (e.g. Microsoft Dynamics, Business Central, Zoho or other ticketing platforms)
- Strong written and oral communication skills
- Ability to foster a collaborative and supportive work environment as a dependable team player, stepping in to provide assistance or guidance when needed.
- Strong organizational skills and 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 Adobe Creative Suite with emphasis on InDesign 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

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote **Sales Support Specialist, USA** 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.