

Job Profile

Date:	May 22, 2026
Position:	Sales Support Specialist - Canada
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Location:	Burnaby, BC
NOC:	64409
Pay Scale:	\$45,266- \$53,768

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

To support our growing 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 our Canadian Sales Team while managing an evolving list of House accounts. The role is responsible for a wide range of duties working with many internal departments including Sales, Accounting, Leadership, Production Planning, Estimating, Shipping and IT. The position also directly supports 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, the Sales Support Specialist position plays a vital role in the retention and growth of Hemlock's business.

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; and with new customer set-up, facilitating the completion of account application forms, customs forms, resale certificates and any other required documentation
- Assist in updating customer contact information within Hemlock's ERP system
- Support sales team with business development activities including establishing new prospect contacts and customers and conducting online research on an as-requested basis
- Assist Account Managers with collecting and distributing samples, marketing collateral, proposals 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, as well as 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
- Assist in gathering and compiling relevant content for formal "RFP" proposals in collaboration with the Account Manager and VP Sales
- Collaborate with the Communications 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
- Collaborate with Technical Planners to ensure all details are provided for efficient and timely production of projects
- Approve customer pro-forma invoices in a timely and accurate manner
- Provide front desk coverage as required

Additional Duties: The position will include any and all duties assigned to ensure the proper functioning of operations in the department. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is determined by the company to be a reasonable assignment to the position.

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

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.