

Job Profile

Date: August 12, 2026
Position: Account Manager
Status: Permanent, Fulltime
Shift: Monday to Friday
Hours: 8 hours/day
Location: Burnaby, BC
NOC: 64101
Pay Scale: \$65,000 - \$100,000+

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

We have an opening for an **Account Manager** in our Canadian Sales team located in Vancouver/Lower Mainland Area. A Hemlock Printers Account Manager is responsible for developing and maintaining a diverse customer base while continually securing new clients. This role is the key liaison between client and company, ensuring superior customer relationships and professional representation of Hemlock Printers consistent with our values and reputation for the highest quality, service and integrity.

In close collaboration with Sales Leadership, the Account Manager is expected to meet or exceed mutually established annual sales budget targets. They should have excellent knowledge of prepress, digital, offset and wide-format print production, new technological developments, competitive services, and trends. They should also be able to communicate with others clearly and effectively.

The position is a full-time permanent, working 40 hours per week, Monday – Friday, and other such times as circumstances dictate.

GOALS OF THE POSITION.

- Develop new business for Hemlock in respective product, service and market segments that deliver value to both the customer and the company
- Maintain a portfolio of profitable accounts that align with Hemlock's value proposition and competitive advantages, yielding steady growth year over year.

CORE RESPONSIBILITIES

- Maintain and grow sales account base; prospecting and developing relationships,
- Respond to customer inquiries by creating and submitting quote requests to the Customer Service team
- Submit orders for all aspects of production, including digital, offset, display, mail, distribution, and fulfillment programs.
- Provide technical guidance and support to clients and assist in reconciling issues.
- Maintain an up-to-date database of active and prospective customers within Hemlock's ERP system
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations.
- Help develop and resent print proposals of various complexities
- Effectively liaise with internal Manufacturing and Operations contacts to ensure a high level of customer satisfaction and service.
- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive, and collaborative way with the highest regard to sustainability practices and integrity in the work environment.
- Assist in plant tours, press approvals and other on-site customer or prospect visits.
- Actively participate in weekly Sales Huddles, semi-annual Sales conferences and other customer-facing events



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 5 years sales experience in the graphic arts, printing services or related industry
- Experience in selling to marketing communication decision makers and Graphic Designers
- An excellent knowledge of prepress, digital offset and wide-format print production, new technology developments, competitive services, and trends
- Exceptional verbal, written, numerical and interpersonal business communication skills
- Ability to multi-task, manage time and work under pressure in a fast-paced, deadline-driven environment
- Demonstrated record of accomplishment for solid, customer focused work-ethic, and meeting or exceeding sales goals
- Proven ability to work effectively both independently and in teams
- Post-secondary degree or diploma in graphic communications, business, marketing management or equivalent education and training is an asset
- Experience in core MS Office and Adobe Creative Suite applications

BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), for employee, spouse and qualified dependents
- 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 **Account Manager** 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.