Hemlock Printers Ltd.
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hemlock.com

Job Profile

Date: October 26, 2026
Position: Account Manager
Status: Permanent, Full Time
Shift: Monday - Friday
Hours: 8.0
Location: San Francisco
O*NET-SOC: 41-4012.00
Pay Scale: Commission: $100000+

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 and Los Angeles, CA. For more information, please visit hemlock.com.

We have an opening for an **Account Manager** in our USA Sales Department located in the San Francisco – Bay Area. A Hemlock Printers Account Manager is responsible for developing and maintaining a customer base while continually recruiting new clients. This role is the key liaison between client and company ensuring superior customer relationships and effective and professional representation of Hemlock Printers consistent with our values and reputation for the highest quality service and integrity.

In close collaboration with Sales Management, you are expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis. They should have excellent knowledge of prepress, digital, offset and wide-format print production, new technology 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 markets with quarterly and annual goals set that are mutually agreed upon.
- Maintain a portfolio of business that is curated and sustainable, with steady growth year over year.

CORE RESPONSIBILITIES

- Maintain and grows 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 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.
- Present pricing proposals of various complexities
- Effectively liaise with internal Manufacturing 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 for 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

Hemlock

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 and Qualifications

- Minimum 3 years of sales experience in the graphic arts or printing services 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
- Willingness and ability to travel
- 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

- 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 **Account Manager - SF** 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.