

JOB PROFILE

DATE: June 15, 2018
POSITION: Production Coordinator
STATUS: REGULAR, FULL-TIME, Monday to Friday
LOCATION: Richmond, B.C

Hemlock Harling Distribution provides data-driven marketing, postal and third-party distribution services to a diverse range of clients throughout North America. We are an equal partnership of Hemlock Printers, a recognized North American print industry leader based in Burnaby, BC, and Harling Direct, a prominent postal services and fulfillment provider with facilities in Montreal and Toronto.

We proudly operate from a dedicated 40,000 square foot state of the art facility in Richmond, BC. Our experienced team maintains a dedication to accuracy, reliability and continuous innovation.

We have an exciting opportunity for someone with a positive, can-do attitude. 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.

The successful candidate would have a minimum three years of relevant industry experience and/or related post-secondary education.

Core Responsibilities:

- Respond to customer inquiries submitted by email, phone or via online site
- Receive and translate job information for production by creating dockets
- Coordinate all necessary resources to meet client timelines requested
- Provide dedicated support to Hemlock Harling Account Directors
- Receive estimate requests and create job quotes
- Monitor inventory levels and initiate replenishment orders for warehoused items
- Provide exceptional customer service to both internal and external clients
- Deliver periodic reports to customers as required
- Solve problems and provide constructive solutions in a timely manner
- Collaborate with the Hemlock Harling Sales Team and Production Team members on the development and implementation of service improvements

Other requirements for this position include:

- Excellent customer service skills
- Excellent written and verbal communication skills
- Ability to manage projects under tight deadlines
- Ability to multitask and move efficiently between different responsibilities
- Ability to work cooperatively as a team member
- Experience and proficiency in MS Outlook, Word and Excel
- Understanding of basic HTML & CSS

How to Apply:

If you are interested in exploring this career opportunity, please send you resume and cover letter indicating your objectives and compensation expectations to employment@hemlockharling.com. Please quote Production Coordinator 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.