

POSITION PROFILE - SENIOR PRODUCTION COORDINATOR

The Purpose

- Support Account Directors, sales process and activities to service external and internal clients and manage internal production flow

The Path: Major Responsibilities

- Manage client workflow (input orders, job scheduling)
- Provide dedicated support to Account Directors
- Ensure that all deliverables and client expectations are met and exceeded, ensuring ongoing communication with Account Directors
- Coordinate all necessary resources to meet client timelines and requirements
- Maintain up to date knowledge of Hemlock Harling's services (data analytics and programming, laser, offset printing, digital printing and production), postal administrations and industry trends
- Provide exceptional customer service to both internal and external clients
- Build relationships with customers, suppliers, partners and production team
- Solve problems and provide constructive solutions in a timely manner
- Ensure quality levels expectations are met
- Perform tasks per Responsibility Schedule on a timely basis

The People: Interactions

Reports to: General Manager

Key internal interactions: Account Directors, General Manager, Sales & Marketing, data, laser, production, materials, and accounting teams

Key external interactions: Clients, prospects, vendors

The Performance Objectives

- Zero job errors on jobs
- Zero customer complaints
- Meet overall sales department target
- Positive feedback from Account Directors and production teams

The Person: Skills and Knowledge

- Must successfully complete and have positive results of background screening

Knowledge

- Minimum three years experience in customer service, inside sales or sales
- Minimum two year marketing or communications certificate
- Business acumen
- Knowledge of postal administrations
- Knowledge of Hemlock Harling's services and equipment specifications

POSITION PROFILE - SENIOR PRODUCTION COORDINATOR

Communication Skills

- Excellent verbal and written communications
- Ability to work with and communicate effectively with all levels of staff and clients

Computer Skills

- Must have working knowledge of and experience with Microsoft Office

Other Skills

- Attention to detail
- Ability to follow instructions
- Strong focus on accuracy

The Person: Competencies for Success

Customer Focus

Anticipates customer needs and takes action to meet the expectations of both internal and external customers; responds quickly to customer inquiries; continually searches for ways to increase customer satisfaction.

Builds Relationships

Develops effective give-and-take relationships with others; understand the agendas and perspectives of individual and /or groups; approachable and open to the views of other; a rapport builder.

Written Communications

Conveys information clearly and effectively through various media; drafts communications appropriate to the receiver that have the desired effect.

Works Efficiently

Allocates one's own time efficiently; handles multiple demands and competing priorities; well-organized and detail-skilled; meets deadlines in a timely manner.

Adaptability

Willing and able to adjust to multiple demands, shifting priorities, ambiguity, and rapid change; shows resilience in the face of constraints, frustrations, or adversity, is not knocked off balance by the unexpected.

POSITION PROFILE - SENIOR PRODUCTION COORDINATOR

Responsibility Schedule

- Provide dedicated support to Account Director(s) including:
 - Manage client workflow
 - Create accurate estimates on a timely basis
 - Create docket
 - Issue reports
 - Process jobs
 - Manage the proofing process
 - Schedule jobs
 - Research
 - Other duties
- Escalate client related issues in a timely manner to ensure client satisfaction, starting with Account Director
- Attend weekly client services team meeting
- Attend daily production meeting
- Attend industry events, including tradeshow, conferences, exhibits etc as required
- Flexible time schedule per operational requirements, responsibilities may require occasional evening and weekend work
- Other duties and special assignments as assigned