

JOB PROFILE

DATE: August 10, 2022
POSITION: Production Coordinator
STATUS: Monday to Friday, permanent, full time
LOCATION: Richmond, B.C

Hemlock Harling Distribution is a rapidly growing company specializing in mail processing, digital print production, E-Commerce order fulfillment and third-party distribution solutions 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 operations located in Montreal.

Our need for experienced Production Coordinators is growing as we onboard new clients who require efficient, professional and high-quality mail and distribution services. If you are looking for a long-term career, with a well-established company where you learn new skills in a high growth industry, then this is your opportunity.

Hemlock Harling proudly operates from a dedicated 40,000 square foot state of the art facility in Richmond, BC. Our experienced team is committed to providing exceptional service to our customers, while driving continuous improvement in our processes and technologies.

The successful candidate will be customer-service focused, detail oriented, and comfortable with a fast-paced environment with tight deadlines. This is a permanent, full-time position offering a competitive wage, excellent benefits and career growth opportunities.

Core Responsibilities:

- Coordinate all necessary resources to meet project timelines
- Receive and translate order information for our data and production teams
- Receive estimate requests and create job quotes
- Provide support to Hemlock Harling Account Managers
- Provide exceptional customer service to both internal and external stakeholders
- 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

Additional requirements for this position include:

- An understanding of Canada Post and USPS mailing regulations
- Excellent customer service skills
- The ability to clearly and effectively communicate in person and via email
- Experience and proficiency with computers including MS Outlook, Word and Excel
- Managing multiple projects under tight deadlines



- Ability to multitask and move efficiently between different responsibilities
- Work cooperatively as a team member
- Print knowledge, from design through to the bindery process, an asset

How to Apply:

If you are interested in exploring this career opportunity, please send your resume 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.