

Job Profile

Date:	July 25, 2024
Position:	Customer Care Administrator
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Location:	Burnaby, BC
NOC:	64409
Pay Scale:	\$45,240 - \$53,742

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

We are expanding our Enterprise Support Team and have a job opening for a **Customer Care Administrator**.

A Hemlock Printers Customer Care Administrator is the primary administrative support for Hemlock's Enterprise Accounts. They are expected to handle the administration of enterprise production orders, inventory management for specified accounts, and program billing. They will also be responsible for coordination with the Enterprise Team to ensure work is efficiently distributed across multiple departments including Planning, Prepress, Production, and Accounting.

A Customer Care Administrator should be well-versed in the functions of relevant software and online platforms for scheduling, accounting, and purchasing purposes. They should also have strong communication and organizational skills and should be comfortable working with others.

Reporting to the Director, Enterprise Solutions, the position is a full-time permanent, working Monday - Friday, 8:30 am to 4:30 pm (½ hour unpaid lunch).

POSITION RESPONSIBILITIES

- Administer entry of enterprise production orders into PrintVis, according to existing workflows, including:
 - Sales Order Entry
 - Case (Estimate and Order) Creation
- Enterprise account planning
 - Business Card Shell reorders
 - Buyouts
 - Replenishments
- Finished Goods Inventory Management
 - Create new items (when applicable)
 - Ensure accuracy of inventory records (quantity on hand, costing, etc.)
- Front line client communication
 - Answering general tickets and email inquiries
 - Fielding phone calls
- Web-to-Print / online ordering system administration for select active programs
- Liaise with Fulfillment Team for fulfillment clients serviced through Hemlock Harling
- Coordinate ongoing billing activities for designated program accounts
- Open monthly dockets as required, and issue associated Purchase Orders to outside suppliers
- Document process policies and standard operating procedures across software products and customers for reference and training purposes; refine and maintain SOP document file structure for ease of use
- Reception coverage

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 Management Team are expected to be performed.



SKILLS & QUALIFICATIONS

- Related certificate, diploma or degree in IT, project management, print production, and/or business administration.
- Excellent in MS Office Suite (advanced knowledge of Outlook, Word, Excel, and Teams)
- Strong PrintVis skills (Case Management, Order Entry, Items, Purchase Orders)
- Working understanding of online order platforms (web-to-print, e-commerce)
- Experience working in customer service for printing/manufacturing environment an asset
- Strong written and oral communication skills, professionalism, strives to work as a cohesive team
- Strong organizational skills and ability to handle multiple priorities with high accuracy and attention to detail

BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), 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

Hemlock Printers is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who would contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote **Customer Care Administrator** 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.