

Job Profile

Date: February 7, 2025
Position: Production Coordinator
Status: Permanent, full time
Shift: Day Shift Monday to Friday
Hours: 8am - 4:30 pm
Location: Richmond, BC

Hemlock Connect is a rapidly growing industry leader 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 proudly operate from two specialized facilities encompassing over 56,000 square feet in Richmond, BC. Our experienced team maintains a dedication to accuracy, reliability and continuous innovation. For more information, please visit hemlockconnect.com.

We have an opening for a **Production Coordinator** in our Client Services department. 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.

Position Responsibilities

- Project coordination from order submission to successful delivery of final product
- Receive and translate order information for use by our data and production teams
- Provide exceptional customer service to both internal and external stakeholders
- Coordinate print production activities—primarily direct mail, including scheduling, project management, proofing, printing/personalization and lettershop services
- Establish project timelines and milestones to ensure customer expectations are met
- Respond to customer queries with regards to the status of live jobs and inventory
- Provide dedicated support to Hemlock Group of Companies Account Directors
- Produce and distribute Purchase Orders with complete specifications and instructions
- Review quoted work with the actual order to ensure alignment
- Proactively alert client and/or Account Manager if projects are not able to meet scheduled delivery and provide alternative solutions
- Perform quality control checks on live jobs as requested
- Support our Estimators by creating estimate requests and responding to job quotes
- Deliver periodic reports to customers as required
- Solve problems and provide constructive solutions in a timely manner



- Collaborate with internal stakeholders on the development and implementation of service improvements

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

- Thorough understanding of Canada Post and USPS mailing regulations
- Excellent customer service skills
- Excellent written and verbal communication skills
- Experience and proficiency with computers including MS Outlook, Word and Excel
- Ability to manage projects under tight deadlines
- Ability to multitask and move efficiently between different responsibilities
- Ability to work cooperatively as a team member
- Print knowledge, from design through to the bindery process, an asset

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

Hemlock Connect 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 contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hr@hemlockconnect.com and quote **Production Coordinator** 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.