

Job Profile

DATE: May 31, 2024
POSITION: Production Coordinator
STATUS: Permanent, full time
SHIFT: Monday to Friday, 8:00am-4:30pm
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 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.

We are hiring an experienced Production Coordinator to provide efficient, professional and high-quality mail and distribution customer service. This is an exciting opportunity for someone who is customer service focused with a positive team mentality. The successful candidate will be well organized, possess a critical eye for detail with the ability to work within a fast-paced environment under tight deadlines. This is a permanent, full-time position offering a competitive wage and excellent benefits.

POSITION OVERVIEW

The Production Coordinator will manage all necessary steps for successful execution of various print, mail, kitting and distribution projects. They will receive project information from internal stakeholders to facilitate job dockets that clearly outline requirements for our production team. The Production Coordinator will communicate with internal and external contacts in a professional, pro-active and positive manner to assist with the completion of these projects.

POSITION RESPONSIBILITIES

- Provide project coordination from order submission to successful delivery of final product
- Coordinate the print production activities of one or more clients—primarily direct mail, including: estimating, 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
- Respond and act on customer estimate and order requests in a timely manner
- Provide dedicated support to internal and external sales teams
- Produce and distribute Purchase Orders with complete specifications and instructions
- Review quoted work with the actual order to ensure alignment
- Provide exceptional customer service to both internal and external clients
- Deliver periodic data analysis reports to customers as part of Hemlock Harling's data-driven approach to strategic decision-making
- 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
- Collaborate with Management and Production Team members 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.



ADDITIONAL SKILLS & QUALIFICATIONS

- Coordinate projects that may include versioning, data segmentation, multiple mail drops, multi-lingual translations and more
- Thorough comprehension of Canada Post and USPS services and regulations – or a willingness to learn
- An understanding of various direct marketing acquisition strategies including use of mailing list rentals and Canada Post's Precision Targeter
- Commercial mail preparation and product distribution and fulfillment experience beneficial
- Digital and Litho print knowledge, from design through to the bindery process, an asset
- Track mail and the distribution of parcels and freight once scanned into the carriers' system
- Excellent written and verbal communication skills
- Experience and knowledge of ERP Systems, along with advanced use of MS Office (Excel, Word, Outlook).
- Ability to manage a high volume of complex projects in a fast-paced, deadline-driven environment
- Ability to multitask and move efficiently between different responsibilities
- Possess the behavioral attributes of reliability, accountability, empathy and the ability to work cheerfully and cooperatively as a team member
- Availability to perform occasional overtime during peak season

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 onsite parking

Hemlock Harling 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.

How to Apply:

If you are interested in exploring this career opportunity, please send a cover letter and 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.