



Hemlock Display Solutions T. 604 421 9757
4093 McConnell Court 1 877 276 1744
Burnaby BC
Canada V5A 3L8

hemlockdisplay.com

Job Profile

Date: Aug 16, 2023
Position: Account Representative
Status: Full Time
Location: Burnaby

Hemlock Display Solutions is a North American leader in the rapidly changing and transforming business of print communications. Truly best-in-class, we deliver superior results through expert craftsmanship, advanced technology, and sustainable practices. For more please visit information, hemlockdisplay.com.

We are seeking the addition of a proven and experienced Account Representative interested in a long-term career opportunity to work with an industry leader in large format print communications.

The Account Representative is responsible for developing and maintaining a customer base while continually recruiting new clients. This role is the key liaison between client and company, ensuring superior customer relationships and professional representation of Hemlock Display consistent with our culture and reputation for the highest quality, service, and integrity. In close collaboration with Sales Management, the Account Representative is expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis.

Position Responsibilities

- Maintain and grow sales account base, while prospecting and developing relationships.
- Respond to customer inquiries by creating and submitting quote requests to the Customer Service team.
- Provide guidance and support to clients and assist in reconciling issues.
- Maintain an up-to-date database of active and prospective customers within Hemlock Display's ERP system.
- Work with the Customer Service Team to ensure effective client communication to meet production and delivery expectations.
- Present pricing and secure commitment for projects of various complexities.
- Effectively liaise with internal Manufacturing contacts to ensure a high level of customer satisfaction and service.



- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive, and collaborative way with the highest regard to sustainability practices and integrity in the work environment.
- Perform on-site visits to assess project requirements and communicate effectively to the planning personnel.
- Meet and coordinate with various trades to properly assess project requirements.
- Assist in plant tours, press approvals and other on-site customer or prospect visits.
- Actively participate in weekly Sales Huddles and semi-annual Sales conferences.

Skills and Qualifications

- Minimum 3 years sales experience in the large format printing industry and/or postsecondary degree or diploma in graphic communications, business, or equivalent education and training.
- Experience in selling to marketing communication decision makers, graphic designers, and procurement departments.
- An excellent knowledge of prepress and wide-format print production, new technology developments, competitive services, and trends.
- Exceptional verbal, written, numerical and interpersonal business communication skills.
- Ability to multi-task, manage time, ensure organization, and work under pressure in a fast-paced, deadline driven environment.
- Demonstrated track record of a solid, customer-focused work ethic, and meeting or exceeding sales goals.
- Proven ability to work effectively both independently and in teams.
- Experience in core MS Office applications.

Hemlock Display 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@hemlockdisplay.com and quote **Account Representative** 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.