



**PRESTON  
PHIPPS**

Since // depuis 1933

**PRESTON PHIPPS INC.**

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**Inside Technical Support**

St-Laurent, QC

Since 1933, Preston Phipps Inc. has been a leading distributor and manufacturers' representative of Steam, Hot Water and Critical Air solutions across Canada.

We are looking forward to adding an Inside Technical Support (Mechanical Technologist or Mechanical Engineer EIT (Engineer in training)) to our Montreal office inside sales support team. The ideal candidate has the ability to process information well, in a dynamic environment focused on customer service. In this position, the candidate will build and maintain customer relationships at various levels within our client's organization from maintenance personnel to upper management.

The candidate will establish and maintain relationships with customers at various levels within the organization. Your goal is to provide the highest level of customer service by providing advice, technical information about our products and services.

**Responsibilities:**

- Support customer inquiries with technical guidance on products and installation recommendations
- Work closely with fellow outside sales representatives, generating qualified leads and following up calls.
- Strengthen existing client relationships by providing ongoing support, ensuring overall client satisfaction.
- Work closely with suppliers on product selection.
- Provide quotations, technical support, and literature to customers.

**Requirements:**

- Strong technical aptitude and the ability and willingness to work as a team member in a fast paced and continuously changing environment, carrying out assignments to completion with minimum supervision.
- Two years experience working with engineering, manufacturing and distribution operations in an industrial environment.
- Experience on a technical support and/or customer service type team. Public speaking / training experience is an asset.
- Strong knowledge of mechanical systems.
- Creative problem-solving skills, conflict management within different organizations (centralized and matrix organizational structures).
- Ability to break down complex problems in a simplified way, conduct root cause analysis and provide clear, well thought-out recommendations.
- Solid communication (both verbal and written) and relationship-building skills.
- Ability to work in a fast-paced environment with good problem-solving skills.

**This full-time position includes:**

- Competitive base salary
- Health plan
- Office profit sharing
- Job training will be provided

If you are a self-motivated, talented individual who wants to join an exciting team in a growing organization and are ready to contribute, develop and be challenged in a fast-paced environment, please apply below. Only selected candidates will be contacted.

Please apply to [info@prestonhipps.com](mailto:info@prestonhipps.com)