



Since 1933, Preston Phipps has been providing products and services related to the optimization of steam distribution systems in addition to offering a complete line of valve, HVAC, air control, flow measurement and water treatment solutions.

With offices across Canada, Preston Phipps continues to be a leader in the Canadian industrial and commercial marketplace. We continue to proudly represent our manufacturers on an exclusive basis while evolving into a true one stop single source solution provider offering full turnkey solutions for commercial installations, service contracts and energy audits, industrial steam optimization projects including Engineer, Procure, and project management, as well as our own CSA B51 certified and ASME “U” stamped certified shop providing fully designed and ready to deliver assembled packages.

Preston Phipps also offers an extensive line of Laboratory & Ventilation systems for the Healthcare, Chemical, Bio-Pharm and Life Sciences industries.

We are looking forward to adding a Inside Sales Support (***Mechanical Technologist***) for our **Toronto office**. The ideal candidate will be a self-starter working in an entrepreneurial 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.

This position will be transitioning into outside sales, once the employee has acquired technical competency and necessary skills

Your goal is to provide the highest level of customer service by providing advice, technical product information, recommendations, and installation support. Additional duties will include:

- Provide excellent technical support in an office-based environment or at times, on-site technical support to our local HVAC customer base.
- Assist customers for problematic mechanical equipment and offer economic solutions.
- Respond to customer technical inquiries and provide technical support, on-line or on-site.
- Support customer inquiries with technical guidance on HVAC products and installations
- Troubleshoot for customers when problems arise
- Provide quotations, technical support, and literature to customers to maintain strong relationships and help meet sales targets

Job Requirements:

- This position will require the candidate to work from our Toronto office
- Incumbent must have a 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 mechanical 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 working from the office and includes

- Competitive base salary
- Health Plan
- Office Profit Sharing
- Vacation
- Job training

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. Bachelor's degree in mechanical engineering or mechanical technologist will be preferred. Only selected candidates will be contacted.

Please apply to info@prestonhipps.com, **Ref: Toronto – Inside Support**

Preston Phipps Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, gender expression, genetic information, service in the military, veteran status, or any other protected status in accordance with applicable provincial, federal, and/or local law and/or regulation.