



GRASPOINTNER
Sustainable innovation.

Technical Support Representative

Place of employment: Bexhill, East Sussex

BG-Graspointner UK Ltd is looking to recruit a **Technical Support Representative** who wishes to grow their career and to be part of a unique international family-owned enterprise whose values are based on **innovative strength** and, above all, **sustainability**. Our focus on innovative strength and sustainability is what makes us unique in our market. In close contact with architects, engineers, and distributors, **we provide drainage systems solutions to collect rainwater on a multitude of projects**.

Our office is based in Bexhill, East Sussex within easy reach by car and public transportation. We offer a work environment that encourages collaborative and cohesive teams in an open-spaced office.

We are a team of dynamic collaborators, that are passionate about their job and are helping our clients and colleagues by providing them with solutions tailored to their needs. This team is our DNA and forms a family who share the same values and objectives. As a team member in our global, high growth environment, you will be challenged, inspired, and appreciated.

Job requirements:

The **Technical Support Representative** should have the following

- Good experience with Microsoft Office suite (Excel, Word, Power Point).
- Technical experience with AutoCAD or equivalent a plus.
- Construction Industry knowledge and experience is a plus.
- Teamwork, presentation, project management, and verbal/written communication skills required.
- Attention to Detail and Technically minded
- Exposure in working on a CRM platform & ERP would be a plus.
- Customer driven and able to prioritize sense of urgency.
- Self-motivated individual able to multi-task effectively.

Brief description:

The **Technical Support Representative** shall be responsible (but not limited) to the following:

- Product selection, technical & design support to sales team and customers across the UK.
- Preparation of quotations to potential customers.
- Development of specifications and/or preparation of equivalent solutions against competition.
- Handling initial technical enquiries (phone calls, emails and or Technical Drawings).
- Preparation and/or review of technical documentation such as spec. sheets, installation drawings, installation guides, etc.
- Support in preparation/update of presentations & product comparisons for sales/technical assistance.
- Installation guidance for contractors/distributors, to support Sales/Business Development team.
- Direct reporting to National Sales Manager.

Does the description fit you and has the position sparked your interest? Then take your next career step and send us your complete application documents. If you have any questions about the job posting, we look forward to receiving your e-mail.

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