



Technical Support Representative

Place of employment: Montreal (Quebec)

BG-Graspointner, **a leader in stormwater solutions**, seeks an **Technical Support Representative** to join our Montreal-based North American team. This role suits someone eager to advance their career in a family-owned company that values **innovative strength and sustainability**. Our North American presence, though small, is expanding, with a **focus on growing our Montreal hub and enhancing our market position through partnerships with drainage market leaders**.

Our team is multicultural and brings over 60 years of global experience in water management. You will join a dynamic, growth-oriented environment, benefiting from both a small, entrepreneurial team and the support of a larger European organization. The role involves driving product specification with engineers and architects, growing project pipelines, and integrating our solutions into projects from design to installation. We value a proactive, team-oriented approach and commitment to our company's unique market position and goals.

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.
- Construction Industry knowledge and experience is a plus.
- Teamwork, presentation, project management, and verbal/written communication skills required.
- French & English fluency.
- 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.

Your responsibilities:

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

- Product selection, technical & design support to sales team and customers across North America.
- Preparation of quotations to potential customers.
- Development of specifications and/or preparation of equivalent solutions against competition.
- Handling initial technical enquiries (phone calls, emails).
- 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 Technical Support Manager.

We offer you:

- Competitive salary with annual performance-based salary review.
- Group Insurance programs (medical and dental).
- 15 holidays plus end of the year holidays (paid).
- Opportunities for advancement within the company.
- Internal & external professional training (up to 100% reimbursement of school fees).

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

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