



Customer Service Agent – B2B

Technimount System's Sales Department, a division of Technologie CGC Inc., needs you to ensure the daily implementation of our Network Distribution, major accounts and support inside sales activities. You will assist the senior department manager and other specialists in supporting sales network, distributors and inside sales specialist. As the job title indicates, you will coordinate your service's activities, including branding, ordering process assistance, providing proposals, direct assistance to distributors, and communication support as well as printed and online communications. Your responsibilities include many tasks, depending on the company's objectives in its three (3) markets.

Position type: Full-time, 40hrs/week

Salary: To be discussed according to experience, Complete insurance package, Possible performance bonuses, etc.

Start date: As soon as possible

Job location: Québec (Ste-Foy) – Parc Colbert

Company description:

Technimount System, a young and dynamic company, sells, develops and markets deployment and mounting systems for medical equipment that can be adapted to different brands of defibrillators, ventilators, pumps and other medical devices used in hospitals, pre-hospital emergency services or military environments, in order to make medical equipment safe in transport.

Our strength lies in our knowledge and understanding of our client's needs, finding solutions adapted to the medical field's requirements. We design our products based on our clients' ideas or products they already use and wish to modify.

The **Technimount** team is comprised of experienced staff from the fields of engineering, machining, design, management, sales and manufacturing of various products, putting their vast expertise to use to satisfy the industry's and market's standards.

Our products are distributed through a network of distributors and manufacturer's agents, serving Canada, the Americas, along with Europe.

Under the supervision of the senior manager, the Customer Service Agent will:

- Supports general management in all tasks and actions related to the company's development;
- Supports sales management in all of the division's commercial activities, network distribution, inside sales, and the major account manager;
- Supports the manufacturer's agents, Network distribution manager, the distribution network, and the major account manager;

- **Manages and coordinates sending advertising materials to distributors;**
- **Answers to the web request and send it to the appropriate distributor or inside sales;**
- **Manages the data related sales and provide with the information for sales reviews;**
- **Enters data into our sales /financial system (Dynacom);**
- **Responsible to collect e-payment on digital platform;**
- **Supports projects in cooperation with ad/marketing and department management;**
- **Participates in the creation of sales tool content and account opening process;**
- **Supports sales process links with expeditions and purchase orders;**
- **Cooperates with marketing management in the division's activities in relation to conventions, consumer and trade shows (Canada & the US) for distributors;**
- **Supports the production and creation of promotional materials for the network distribution;**
- **Updates various sales and promotional support documents mainly for the distributors;**
- **Responsible for the updates for the price list and documentation for distributors;**
- **Ensures follow-ups with vendors and/or distributors;**
- **Participates in the creation of new products (marketing & sales for distributors mainly – ordering process)**
- **Writes, in French and English, various texts and makes the necessary corrections**
- **Formats and corrects different training and reference documents**
- **Any other related tasks**

Position requirements:

- **Bilingualism (French/English) is mandatory; Masters spoken and written**
- **University degree (or College) marketing, administration or another relevant field**
- **Experience in customer service (an asset)**
- **Great autonomy is well organized, priority-driven, has aptitude for managing several projects at the same time and working under pressure**
- **Experience in customer service with distributors or in the field of healthcare or ambulance services will be considered an important asset**

General skills:

- **Leadership**
- **Critical thinking**
- **Expertise development**
- **Produces results**
- **Initiative**
- **Positively motivated**

Please send your Resume to:

accounting@technlmount.com or by fax: 1.855.339.6351

Only the selected candidates will be contacted.