



## We're hiring!

# Field Support Representative

Montreal, QC

### Who you are...

Reporting to the Field Support Supervisor, the Field Support Representative plays an essential role in providing analytical and strategic support to the sales team. With their strong multitasking capabilities and organizational skills, the Field Support Representative acts as a central liaison between the Architectural & Design, Distribution, and Commercial sales teams with other departments throughout the organization.

### What you'll do...

- Coordinate cross-functionally across various different departments based on sales needs
- Administrate various reports and day-to-day functions of the department
- Manage and maintain the CRM database with accurate customer information
- Process internal sales orders for marketing materials and products
- Create and maintain territory structures and market area maps
- Assist in the development and maintenance of onboarding materials for new sales employees
- Provide ongoing customer support for clients, authorized dealers, and partners

### We're looking for...

- High school diploma required
- Minimum of 3 to 5 years of experience in a related position, ideally customer service
- Bilingual in French and English (oral and written)
- Previous experience with a Customer Relationship Management (CRM) database a huge asset
- Must be proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Able to occasionally travel within Canada and the US for meetings as needed

### What we offer...

We offer a wide range of benefits, from bonus programs, to retirement planning & assistance contributions, as well as hybrid work model.

For a comprehensive overview of our benefits, please check out our careers page.

### What we pay...

\$49,000 CAD - \$61,000 CAD



[careercanada@schluter.com](mailto:careercanada@schluter.com)