



Distex is a premium partner to clients and suppliers in the commercial and institutional kitchen equipment field. We offer high quality products such as ice machines, cooking and refrigeration equipment, as well as stainless steel accessories. We are currently looking for a dynamic, outgoing Technical Support Specialist (Refrigeration) to join our team in Ville St-Laurent.

What is a Technical Support Specialist at Distex?

The candidate must do some troubleshooting over the phone with our clients and service techs, and then coordinate any necessary repairs with service companies (dispatch). In addition to being responsible for troubleshooting, the candidate must offer a courteous and professional service at all times. The candidate will also be in charge of doing minor repairs on equipment (commercial kitchen appliances) from time to time, as well as participate in the warehouse activities when required.

As this is a multifunctional position, there may be a few additional tasks to be done according to the needs of the parts and service department, such as supporting the parts department or coordinating the shipping and receiving of parts and equipment.

You are :

An organized person, calm, patient and autonomous, who possesses excellent communication and interpersonal skills. In addition to being bilingual (FR/EN spoken/written a must), you have a decent computer skills, a valid driver's licence (a must) and enjoy teamwork.

You have a Diploma or Certificate (minimum) and 3 to 5 years of experience in a similar position? Great. You have experience with appliances? Even better!

Why join our team?

When you join our team, you're not a number, you become a family member. That's why we look for people who want to build a career with us – the growth opportunities with Distex are endless. Although we work hard, we do play hard; we are also all about work-life balance. You will also have access to our group insurance plan (health, dental, travel) and other cool benefits.

What are we looking for?

If you have appliance or tech support experience, a Diploma or Certificate, are customer-service oriented, are patient and have exceptional interpersonal skills, we want to meet you! If you think you would be a good fit for this position (and our company), let us know! Send us your resume and cover letter via email or fax. If we think you stand out, we will give you a call and further discuss the position with you.