

**TECHNICAL SUPPORT ASSISTANT****Posting period**

From: April 1, 2019

To: April 15, 2019

**Specifications**

Location: Toronto, Ontario, Canada

Business Group/Department: Lallemand Plant Care / Sales Group

Starting date: May 6th, 2019

Status: Full time contract - 18 weeks

Work schedule: 5 days a week, 40 hours per week

Salary offered: Competitive compensation, commensurate with experience

**Organization**

Lallemand Inc. is a privately held Canadian company, founded at the end of the 19th century, specializing in the development, production and marketing of yeasts and bacteria. The company is comprised of 12 major business units, each focused on specific applications of yeast and bacteria, with operations and management throughout the world. Corporate offices for the parent company Lallemand Inc. are based in Montreal, Canada. Today, Lallemand employs more than 3300 people working across more than 45 countries, on 5 continents.

Lallemand Plant Care, one of our business groups, specializes in developing, producing and marketing biological plant protection, biostimulation and biofertilization products that improve productivity and plant vitality, without releasing pesticide residues into the environment.

Since 1996, BioForest, has kept forests healthy with scientific and technical expertise. Acquired by Lallemand Inc. in 2015, BioForest specializes in innovative product development and forest protection strategies. In addition to forest health surveying and consulting, BioForest offers products for the management of various tree pests and diseases, including TreeAzin® Systemic Insecticide; the leading insecticide for the control of Emerald Ash Borer in Canada.

**Main functions**

Reporting to the Ontario based Technical Specialist; you will assist our commercial sales team and be responsible for independently providing technical support, troubleshooting, offering product and equipment training, and act as a point of contact for existing customers. Preference will be given to candidates who have graduated from or are currently enrolled in a diploma or degree program in Forestry, Environmental Sciences, Arboriculture, or a related discipline, that are looking to gain valuable experience in the field of urban forestry. Tasks associated with this position also include, but may not be limited to:

- ✧ Provide technical support to customers within the territory, including topics related to tree injection technology, insecticides, fungicides, other products as well as key pests and pathogens as they relate to management of the urban or commercial forest;
- ✧ Develop and nurture relationships with current customers
- ✧ Deliver demonstrations, conduct training sessions, and meetings with potential and existing customers;
- ✧ Maintain processes and procedures related to technical support;
- ✧ Develop and maintain advanced knowledge in pest management, both urban and commercial;
- ✧ Other duties as required;
- ✧ Adhere to BioForest's customer service standards;
- ✧ Adhere to Health and Safety Policy at all times.

## TECHNICAL SUPPORT ASSISTANT

### Required qualifications

#### Technical skills

- ✧ Knowledge of forest entomology and pathology; familiarity with common forest pests and diseases of Ontario (emerald ash borer, gypsy moth, Dutch elm disease);
- ✧ Ontario Pesticide Applicator's License or ISA Certification would be an asset.

#### General criteria

- ✧ Possess a valid "G" driver's license and provide a driver's abstract upon request;
- ✧ Oral and written proficiency in English and in French;
- ✧ Demonstrated ability to perform presentations;
- ✧ Proficiency in Microsoft Office;
- ✧ Experience in Customer Relation Management (CRM) systems would be an asset;
- ✧ Experience in customer service

#### Personal strengths required

- ✧ Excellent work ethic
- ✧ Professional and positive attitude
- ✧ Enthusiastic personality
- ✧ Sense of initiative
- ✧ Ability to work effectively with minimal supervision
- ✧ Team spirit
- ✧ Detail oriented

### Is this offer for you? Apply no later than April 15<sup>th</sup>, 2019 to:

Please send your resume as well as a cover letter via email referencing "Technical Support Assistant" in the subject line to the attention of:

Elsa Cousineau, Technical Specialist: [ecousineau@bioforest.ca](mailto:ecousineau@bioforest.ca)

Thank you for your interest in our organization, please note that only retained candidates will be contacted.