



CHROMATOGRAPHIC SPECIALTIES INC.

Analytical Chemistry Technical Support Specialist

If you enjoy interacting with people and talking science with scientists, this is the job for you!

As a Technical Support Specialist, you'll work from our head office in [Brockville, Ontario](#), located near the banks of the St. Lawrence River at the base of the majestic 1000 Islands. Your role will be facilitating communication between our customers and our internal teams. Providing technical support in the form of product suggestions, troubleshooting, and technical based customer follow-up. You will work with our customers via email and phone to answer inquiries related to chromatography products and applications. Occasional travel to customer and supplier locations within Canada and the U.S. is anticipated. Customer service and product-specific training are provided.

We are looking for a candidate with:

- A chemistry background with some chromatographic or sample preparation experience.
- Technical writing, customer service, or sales experience.
- Superior written and verbal communication skills (ideally in both English and French).
- Strong time management and organizational abilities.
- Proficient computing skills, including Outlook, Word, and Excel.
- Experience with shop tools as a professional, hobbyist or home repairs level is a bonus.

Daily functions will include but are not limited to:

- **Customer Service:** Provide exceptional technical support to our valued customers via email and phone, helping them resolve challenges and answer inquiries related to chromatography products and applications.
- **Internal Support:** Collaborate closely with our quotes and sales teams to ensure they have the technical insights and support they need to serve our customers effectively.
- **Product Knowledge:** Develop expertise in our chromatography products and stay updated on industry trends to deliver accurate and valuable information.
- **Packed Column Production Lab:** Produce consistent, high quality packed GC columns to customer supplied specifications at our facility.

Attractive compensation and benefits package, with a healthy work/life balance:

- 35-hour work week Monday to Friday 8:30 to 4:30 - 1 hour lunch
- Option to work from home 1-day per week after three-month probationary period
- Group Benefits including Dental, Vision and Extended Health
- Bi-weekly pay
- Paid vacation
- Profit Sharing
- RRSP matching

Please submit a cover letter and resume (in English) to: resumes@chromspec.com; attention: Technical Support Position.

We appreciate and thank all applicants in advance,
however only those candidates selected for an interview will be contacted.