

**Job Title:** Technical Sales Support

**Location:** Toronto, ON

**Job Type:** Full Time

**Position Overview:**

We are seeking a dynamic and motivated Technical Sales person to serve as the vital link between innovative leak detection technology and the roofing industry. In this role, you will work with clients, consultants, and our internal project delivery team to promote and sell our technology solutions for monitoring the integrity and performance of buildings. This position involves sales, client relationship management, and technical expertise to ensure successful project outcomes.

**Key Responsibilities:**

- Read and comprehend technical specifications and construction drawings to provide accurate shop drawings, and estimates for roofing and building projects.
- Develop and nurture relationships with roof consultants, general contractors, product representatives, and other key stakeholders in the roofing industry.
- Perform outside sales activities, including introducing SMT services to potential clients and attending industry conventions, conferences, and seminars.
- Manage client interactions through CRM tools and respond to inbound referrals from the website.
- Conduct follow-ups with clients via phone and email to ensure satisfaction and continued business.
- Support inside sales efforts, including outreach, quote follow-up, and assisting with new customer development.
- Develop and manage project contracts, coordinating SMT staff and customers for seamless deployments.
- Ensure CRM systems are maintained with up-to-date sales information.
- Create and coordinate shop drawings and project documentation, managing their accuracy and timeliness.
- Identify and address points of friction in sales processes to ensure a smooth customer journey from initial contact to project completion.
- Expand market contacts, fostering relationships with key industry players such as estimators, roofing contractors, and consultants.
- Participate in product awareness campaigns and monthly customer outreach initiatives.

- Develop internal processes to enhance cross-departmental coordination (marketing, outreach, support, install & service).

#### **Requirements:**

- **Mandatory:** Experience in the construction industry and an understanding of construction principles and procedures, or electrical building systems experience.
- **Mandatory:** Strong interest in clean technology, green roof, related roof systems, and a willingness to learn SMT's construction technology solutions for building performance monitoring.
- **Mandatory:** Ability to read and understand construction plans, including conducting quantity take-offs and creating shop drawings.
- **Mandatory:** Proactive, self-motivated, and able to work independently with minimal supervision.
- **Preferred:** Knowledge of electrical and electronic fundamentals.

#### **Education:**

- A business or technical background is a plus, but not required.

#### **Skills/Attributes:**

- Personable and able to build strong client relationships.
- Team player with a collaborative mindset.
- Hard-working, dependable, and punctual.
- Strong strategic thinking and problem-solving abilities.
- Willingness to learn and grow within the company.
- Able to maintain a high level of work output and performance.

#### **We Provide:**

- Comprehensive training on techniques, procedures, and digital platforms used in the industry.
- A friendly and supportive work environment with unlimited opportunities for personal and professional growth.

#### **About SMT Research:**

Founded in 2006, SMT specializes in designing advanced software and electronics that monitor the integrity and performance of buildings.

SMT provides electronic roof leak detection and building enclosure monitoring solutions for clients engaged in building design, construction, management & restoration

We have become a global leader in the construction industry by combining IoT technology with real-time sensor analysis and remote data collection. Our solutions help clients improve building efficiency, durability, and sustainability, while reducing their environmental impact. SMT is committed to fostering innovation and excellence, providing peace of mind to building professionals, contractors, and property owners worldwide.