

Cutting Tools Specialist – Forestry Equipment

 Location: USA

 Company: Quadco USA

 Reports to: Cutting Tools Manager

About Quadco

Founded in 1989 in Canada, Quadco is a leading manufacturer of high-performance forestry attachments, serving clients across North America and beyond. With headquarters in Saint-Eustache, QC, and multiple locations across the U.S., Quadco is dedicated to innovation, quality, and customer success. Our products support the full forestry lifecycle—from harvesting to reforestation.

We are growing and looking for passionate individuals who thrive on hands-on experience, technical curiosity, and building strong customer relationships. Be part of shaping the future of forestry equipment with us.

Position Summary

The Cutting Tools Specialist plays a key role in supporting Quadco’s dealer network and customers by offering product knowledge, service excellence, and market insight. You’ll serve as the frontline ambassador for our cutting tools, fostering strong dealer relationships, driving sales, resolving issues, and gathering field intelligence to support product development and marketing initiatives.

Key Responsibilities

Product Knowledge & Dealer Support

- Master Quadco’s full cutting tools product line and understand competitor offerings to recommend the best solutions.
- Develop tools (e.g., spreadsheets) to help dealers with item identification and ordering.
- Maintain accurate and up-to-date records in Salesforce for dealer visits and contacts.

Territory Management

- Visit each authorized Quadco dealership at least once annually, coordinating trips efficiently with trade shows and dealer groupings.
- Ensure dealers have current brochures, pricing, and promotional materials.
- Work closely with the Cutting Tools Manager to optimize travel and territory coverage.

Customer Satisfaction

- Investigate and resolve dealer or end-user issues promptly and fairly, ensuring high satisfaction with Quadco products.
- Act as the primary point of contact for cutting tool support inquiries.

Market & Product Insights

- Attend industry trade shows and dealer events to promote Quadco and collect competitive intelligence.
- Gather and share valuable feedback with engineering and marketing to support continual product improvement.
- Develop and maintain competitive knowledge and build a rapport with industry peers.

Sales & Inventory Coordination

- Assist the parts department with dealer orders and product updates in Syspro.
- Collaborate with the inventory manager to ensure appropriate stock levels in warehouses.
- Support marketing with advertising materials and provide field-driven insights to shape promotions.

Data & Prospect Management

- Maintain dealer and customer contact data in Salesforce, including product usage and preferences.
- Utilize industry data (e.g., Salesforce) to identify prospects and track market trends.

Product Testing

- Participate in field testing of new cutting tools with end users or at Quadco facilities.
- Document results and communicate findings to support engineering and product development teams.

Qualifications

- Availability during standard business hours with prompt response to communications (email, text, voicemail).
- Strong organizational and multitasking skills.
- Excellent interpersonal and communication abilities.

- *Self-motivated with a customer-first mindset.*
 - *Willingness to travel extensively (50–70% per year).*
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Additional Information & Benefits

- *Frequent travel required.*
 - *Participation in industry trade shows, including equipment transport and booth setup.*
 - *Vehicle mileage allowance or company-provided vehicle.*
 - *Company-provided mobile phone and laptop computer.*
 - *Competitive base salary*
 - *RRSP Contribution*
 - *Health & Dental Insurance*
 - *Long-term disability*
 - *Life insurance*
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***Join Quadco USA and help lead the charge in delivering cutting-edge forestry solutions.
Apply today and grow with a company rooted in excellence and driven by innovation.***

If you are interested in this position, please send resume to: info@quadco.com or sent it to Alana Beaulieu, VP Human resources, abeaulieu@quadco.com