

Customer Service / Quotations / CAD Support

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Location: Brendale, Brisbane

Company: Monarch Asia Pacific Pty Ltd / Monarch Industrial Products

Monarch is looking for a support team member to assist with customer service, quotations, and CAD-related support across our industrial filtration and general engineering operations.

This role suits a person who is organised, practical, and eager to learn. You do not need to know our full product range from day one. We are looking for someone with the right attitude and aptitude to develop into the role and become a valuable part of our team.

Our business supplies and manufactures a broad range of industrial filtration and engineering products, including strainers, filter housings, filter screens, custom baskets, fabricated items, and workshop-supported solutions. Many enquiries are technical and many jobs are custom, so this role is ideal for someone who enjoys variety, learning, and working through details carefully.

About the role:

This is a varied support position that may include:

- Responding to customer enquiries.
- Preparing quotations.
- Assisting with product selection and internal follow-up.
- Reviewing drawings, dimensions, and job details.
- Supporting CAD-related tasks for quoting and manufacture.
- Liaising with the workshop and sales team.
- Helping keep jobs, enquiries, and customer information organised.
- Assisting customers who provide drawings, samples, or CAD files.
- Monarch uses Fusion 360 CAD to support accurate quoting and efficient manufacture, including working from customer-supplied files, drawings, and samples.

We are looking for someone who:

- Has a positive, professional attitude.
- Is organised and detail focused.
- Communicates clearly with customers and team members.
- Is comfortable learning technical products and applications.
- Can manage a mix of administration and technical support tasks.
- Has the aptitude to interpret dimensions, drawings, and product requirements.
- Is willing to learn our custom product range and how it is quoted and manufactured.
- Works well in a team and supports others when needed.

Experience we would value

- Customer service or internal sales support experience.
- Experience preparing quotations or processing enquiries.
- Exposure to CAD software or technical drawings.
- Experience in manufacturing, engineering, fabrication, or industrial products.
- Good computer skills and confidence handling product and job information.

We will also consider applicants with limited experience.

We understand that the right person may not come with years of direct industry experience.

If you have the attitude to learn, the aptitude to understand technical products, and the willingness to grow with the business, we would like to hear from you.

Why join Monarch?

- Interesting and varied role.
- Exposure to custom industrial products and engineering work.
- Opportunity to develop technical product knowledge.
- Close involvement with both customers and workshop operations.
- Long-term career potential in a growing Australian business.

Apply now if you are looking for a role where attitude, reliability, and willingness to learn matter just as much as experience.

Please send enquires or resume to: admin@monarchindustrial.com.au

Capability Statement

Monarch General Engineering

Machining, Fabrication, Repairs, Sheet Metal and Practical Workshop Support

Monarch General Engineering is the engineering workshop division of Monarch Asia Pacific Pty Ltd, based in Brendale, Brisbane. We provide practical machining, fabrication, sheet metal, repair, modification and maintenance support for industrial customers requiring dependable workmanship, clear communication and realistic turnaround times.

Our workshop supports both external engineering customers and Monarch Industrial Products' filtration manufacturing work. This gives us broad experience across general engineering, industrial maintenance, custom fabrication, filter and strainer components, production support, repair work and one-off manufactured parts.

Monarch General Engineering is suited to customers who need a responsive Brisbane workshop capable of handling practical, hands-on jobs that require trade skill, problem solving and reliable results.

Core Capabilities

Monarch General Engineering provides a wide range of workshop services, including:

- General lathe work
- Manual milling
- One-off machined parts
- Small production runs
- Repairs and rework
- MIG and TIG welding
- Spot welding and resistance welding
- Micro resistance welding for fine mesh and filtration components
- General fabrication
- Sheet metal cutting and forming
- CNC plasma cutting
- Hydraulic guillotine cutting
- Hydraulic pressbrake folding
- Cone forming and rolling
- Laser etching and engraving
- 3D printing and rapid prototyping
- Fusion 360 CAD support
- Equipment maintenance, refurbishment and upgrades
- Filter and strainer skid fabrication
- Custom brackets, frames, guards, plates, components and assemblies

Machining Services

Our manual machine shop provides flexible and cost-effective machining support for one-off parts, short runs, repairs, modifications and maintenance work. Manual machining remains highly suitable for many industrial jobs, particularly where the requirement is for a single part, urgent repair, modification, or component made from a drawing, sample or measurement.

Typical machining work includes:

- Shafts, bushes and spacers
- Bored, faced, turned and threaded components
- Milling, slotting and drilling
- Rework of worn or damaged parts
- Modification of existing components
- Custom replacement parts
- Small batch parts for production or maintenance use

Welding and Fabrication

Monarch General Engineering provides welding and fabrication services for mild steel, stainless steel and aluminium. Our workshop can support custom builds, equipment repairs, brackets, frames, guards, pipework support items, fabricated parts and industrial assemblies.

We offer MIG and TIG welding, spot welding and specialised micro resistance welding. The micro resistance welding capability is particularly valuable for fine woven wire mesh, filter screens and delicate filtration components where control and precision are required.

Sheet Metal and Forming

Our sheet metal capability supports a wide range of industrial and fabrication work. Services include CNC plasma cutting, guillotine cutting, pressbrake folding, cone forming and rolling. These services allow us to manufacture custom plates, brackets, guards, panels, cones, transitions, supports and formed components to suit customer requirements.

CAD, Prototyping and Identification

Monarch General Engineering can work from customer drawings, sketches, samples, DXF files, CAD files or practical measurements. Our Fusion 360 CAD capability helps streamline quoting, drawing review and manufacture.

We also offer 3D printing and laser etching services for prototyping, identification, marking, labels, custom parts and development work.

Maintenance, Repairs and Upgrades

A key strength of Monarch General Engineering is practical support for maintenance and plant reliability. We can assist with urgent repairs, replacement parts, refurbishment, equipment modifications and upgrades designed to improve performance, serviceability or throughput.

Typical support includes:

- Breakdown repair assistance
- Replacement parts made from samples or drawings
- Worn component repair or remanufacture
- Equipment modifications
- Fabricated replacement parts
- Improved brackets, guards, covers or supports
- Practical workshop solutions for plant maintenance teams

Industries Served

Monarch General Engineering supports a wide range of customers, including:

- Manufacturing businesses
- Water and wastewater operators
- Food and beverage processors
- Mining and industrial maintenance teams
- Process plants
- Contractors and installers
- OEM equipment suppliers
- Industrial service providers
- Local Brisbane businesses requiring workshop support

Why Choose Monarch General Engineering

Customers choose Monarch General Engineering because we provide practical workshop support with a focus on quality, communication and dependable results.

Our strengths include:

- Brisbane-based workshop in Brendale
- Experienced trade and technical capability
- Flexible support for one-off jobs, repairs and small runs
- Machining, fabrication and sheet metal services in one location
- Ability to work from drawings, CAD files, samples or practical measurements
- Strong experience in industrial filtration-related fabrication
- Clear communication and realistic lead times
- Practical problem solving for maintenance and production requirements

Summary

Monarch General Engineering provides reliable machining, fabrication, sheet metal, repair and workshop services for industrial customers. Whether the requirement is a machined component, welded assembly, sheet metal part, urgent repair, prototype, equipment modification or custom fabrication, Monarch General Engineering offers practical Brisbane-based support backed by experience, workmanship and a well-equipped workshop.

Capability Statement

Monarch Industrial Products

Industrial Filtration, Strainers, Filter Screens and Process Filtration Solutions

Monarch Industrial Products is the filtration division of Monarch Asia Pacific Pty Ltd, supplying and manufacturing industrial filtration and straining products for customers across Australia, the Pacific and South East Asia.

With more than 25 years of experience in industrial filtration, Monarch Industrial Products provides practical, fit-for-purpose solutions for water, chemical, process, manufacturing, mining, wastewater, food and beverage, and general industrial applications. Our products are supported by our Brisbane-based engineering workshop, allowing us to combine product supply, local manufacture, modification, repair and technical support.

We work with customers who require dependable filtration equipment, replacement filter elements, custom strainer baskets, fabricated screens, pipeline strainers, bag filter housings, cartridge filter housings, valves and flow control products. Our focus is to help customers protect pumps, valves, instruments and process equipment, reduce downtime, improve product quality and maintain reliable plant operation.

Core Capabilities

Monarch Industrial Products supplies and manufactures a broad range of filtration and straining products, including:

- Bag filter housings and bag filter systems
- Cartridge filter housings and filter cartridges
- Filter bags and liquid filtration consumables
- Simplex basket strainers
- Duplex basket strainers
- Y-strainers and replacement Y-strainer screens
- Temporary cone, basket and plate strainers
- Custom strainer baskets and filter baskets
- Perforated, mesh-lined and wedge wire screen products
- Suction strainers, tee strainer elements and custom filtration elements
- Filter and strainer skid systems
- Stainless steel perforated sheet and woven wire mesh cut to size
- Thermoplastic valves, strainers and flow control products
- Replacement parts and custom filtration components

Custom Manufacturing

A key strength of Monarch Industrial Products is our ability to manufacture custom filtration components in Australia. Our Brendale workshop supports the manufacture of replacement strainer baskets, filter screens, perforated elements, mesh-lined baskets, temporary strainers and custom filtration parts to suit existing equipment or project requirements.

We can assist with standard replacements, reverse-engineered parts, customer drawings, samples, or custom designs where operating conditions require a more specific solution.

Typical custom work includes:

- Replacement baskets to suit simplex and duplex strainers
- Replacement screens for Y-strainers and tee strainers
- Perforated and fine mesh-lined baskets
- Cone strainers and temporary startup strainers
- Stainless steel filter screens and tubes
- Open area and solids-loading improvements
- Custom filtration elements for difficult or unusual applications
- Modifications to improve serviceability, strength or filtration performance

Industries Served

Monarch Industrial Products supports customers across a wide range of industries, including:

- Water treatment
- Wastewater treatment
- Mining and mineral processing
- Chemical processing
- Food and beverage processing
- General manufacturing
- Power generation
- Marine and infrastructure
- Oil, gas and process industries
- Industrial maintenance and plant reliability
- OEM and equipment manufacturing

Materials and Product Options

Products can be supplied or manufactured in a range of materials depending on the application, duty and chemical compatibility requirements. These may include stainless steel, carbon steel, 2205 duplex stainless steel, PVC, CPVC, polypropylene, FRP and other suitable materials.

Filtration media and screen options may include perforated stainless steel, woven wire mesh, fine mesh linings, wedge wire and other filtration materials selected to suit flow rate, particle retention, solids loading, pressure drop and service conditions.

Technical and Practical Support

Monarch Industrial Products provides practical support from enquiry through to supply. We can assist with product selection, filter sizing considerations, replacement part requirements, custom fabrication options and general filtration advice.

Our approach is based on understanding the application, including flow rate, operating pressure, temperature, liquid type, solids loading, required filtration level, cleaning method and site maintenance requirements.

Why Choose Monarch Industrial Products

Customers choose Monarch Industrial Products because we offer a combination of filtration experience, product range and local manufacturing capability.

Our strengths include:

- More than 25 years of industrial filtration experience
- Australian-based support from our Brendale, Brisbane facility
- In-house manufacture of custom screens, baskets and filtration elements
- Practical knowledge of real industrial applications
- Standard and custom filtration product options
- Support for repairs, replacements, upgrades and new installations
- Ability to supply both complete equipment and spare/replacement parts
- Experience with industrial, process and maintenance-driven requirements

Summary

Monarch Industrial Products provides dependable industrial filtration and straining solutions backed by local workshop capability. Whether the requirement is a standard bag filter vessel, a replacement strainer basket, a custom screen, a temporary startup strainer, a filtration skid or a complete process filtration solution, Monarch Industrial Products can assist with practical advice, reliable supply and fit-for-purpose manufacturing.