



VC999 CANADA LTÉE

153 rue Sylvestre
St-Germain-de-Grantham (Québec)
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819-395-4555

www.VC999.com

Position : Service Technician

General information

VC999 is looking for a candidate with a good experience in electro-mechanics to complete his dynamic team. It must be oriented towards customer service. Our company specializes in the design of packaging machines and materials. We are looking for a service technician who will work primarily on the road, resolving mechanical/electrical machine issues and installing machines/parts to meet customer needs.. The person may be called to travel across Canada. Salary is to be discussed, according to experience. It is a permanent position within a specialized company. Training related to the job will be offered, expenses are paid and tools are provided.

Job Description

- Make service calls and preventative maintenance calls according to established guidelines and provide customer relevant services.
- Contribute to the planning and coordination of service calls, in collaboration with the team.
- Demonstrate and train equipment use/maintenance and provide assistance in this area.
- Submit work orders daily for quick billing purposes, provide an activity report every week and submit monthly expense reports
- Notify your immediate superior of any exceptional event regarding customer satisfaction.
- Ensure the maintenance of the work areas
- Support the sales team for sample preparation and customer demonstrations.
- Order and install parts
- Perform any other related task

Required Skills

- DEP or DEC in industrial mechanics or training related to employment.
- 3 to 5 years' experience as a service technician, experience in repair and installation of packaging machine, an asset.
- Bilingualism (English and French), an asset.
- Availability to travel throughout the Toronto area, surrounding areas and across Canada, and availability to work beyond the regular (on-call) schedule.
- The candidate must be able to travel to the United States for training purposes.

Company Overview

VC999, XtraPlast, & XtraVac manufacture packaging machines and materials including Vacuum Chamber, Roll Stock, Shrink Packaging, Tray Sealers and more. With offices spanning the Western hemisphere, we are a fast-paced, customer-focused team.