

Field Service Technician – Packaging Machines

Opportunity:

Located in the Montreal West Island, BellatRx is a leading manufacturer of packaging equipment and complete lines serving a broad range of industries including food, beverage, pharmaceutical, nutraceutical, and personal care for solid products, liquid, powders, and granules.

We are currently expanding the size and scope of our business in Canada, in the USA and internationally. If you have the skills, experience, teamwork spirit, passion for quality products and exceptional service, we would like to meet with you.

Job Description:

We are presently seeking a Montreal office-based **field service technician** to join our growing team. The ideal candidate must have a proven track record in machine assembly, troubleshooting and installation in packaging equipment and assembly lines, with a minimum of 3 years of experience in a similar position. Relevant experience in the packaging industry is an important asset. Permanent full-time position. Competitive compensation and group insurance plan. Free parking is available. The candidate must be available for **regular travelling without restrictions (50% and more)**. hr@bellatrx.com

Responsibilities:

Your responsibilities will include, but are not be limited to the following:

- Travel to customer sites to train, setup and repair equipment
- Trouble shoot equipment, identify and fix problems
- Test equipment to make sure it performs according to specifications.
- Evaluate machine functionality and propose continuous improvements
- Analyze customer requirements and specifications
- Support customers (phone, and in person) on the operation and troubleshooting of equipment
- Solve and facilitate customer service issues as they arise
- Answer customers' telephone calls and email messages in order to offer them the necessary support for product and service related questions and requests
- Set-up and disassemble trade show displays at convention centres
- When not on the road, help with machine assembly, machine testing, training, quality control and documentation
- Perform duties related to special project as required

Qualifications:

- **Excellent communication skills**, in both English and French
 - Interactions with the client:
 - Capable of handling a delicate situation with tact
 - Able to communicate the process and plan of action in a calm and tactful manner
 - Able to manage the customer relationship
 - Interactions with head office:
 - Capable of clearly and concisely explaining the situation back to head office in a timely manner
 - Open-minded to try new ideas for solutions with a positive attitude

- Spanish is an asset
- Professional
- Meticulous and detail oriented
- Resourceful when faced with new scenarios
- Ability to troubleshoot effectively despite a stressful situation
- Able to work with little guidance alone as well as in a team
- Shows initiative and drive and willing to learn and grow with the company
- Prior experience in conducting installation & servicing of machines

- Technical skills:
 - DEC (mechanical/electrical) minimum education
 - Mechanical and electrical aptitudes are necessary
 - Basic knowledge of programming (ex. loading programs into machine) is an asset
 - 3 years experience in assembly and/or service of industrial equipment
 - Knowledge of pharmaceutical line packaging or related equipment is an asset
 - Knowledge of CAD software such as Inventor is an asset
 - Ability to read engineering drawings
 - Good knowledge of MS Office is an asset

- Valid driver's license, passport and **ability to travel without restrictions** (50% and up)

Please submit your resume to hr@bellatrix.com. We thank all applicants for submitting their resumes, however, only those selected for interview will be contacted. NO PHONE CALLS PLEASE.
