



## **Rapid Packaging – Field Service Technician**

**Job Title:** Field Service Technician  
**Department:** Service  
**Location:** Champlin, MN 55316  
**Position Type:** Full-time; Monday through Friday 8am – 5pm

Rapid Packaging has an exciting new opportunity for a Field Service Technician to become part of our energetic and dedicated Sales and Service team! Our company is growing and we have an immediate need to increase our staff to support that growth. The Field Service Technician serves as a key interface and essential resource for our customers. The position provides on-site preventative maintenance and repair of our customer's equipment.

Rapid Packaging is a customer-focused, growth-oriented company and has been a leader in the packaging industry for over 40 years! We've been recognized as a "100 Best Companies to Work For".

Our most successful employees thrive on the challenge of a fast paced environment while providing exceptional technical service and a customer experience that is second to none! If this describes you, please consider joining our team! As an employee of Rapid Packaging you will become part of an energetic culture and team environment that truly recognizes its employees' hard work. We offer competitive pay, an excellent PTO and benefits package, as well as an Employer 401k match.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform preventative and corrective maintenance on company product lines and competitive equipment (e.g. Wulftec, 3M, Orion, ITW Mima, Belcor, Arpac, Shanklin, Heat Seal, Belco, Texwrap, Polychem, etc.).
- Troubleshoot, repair, modify, overhaul or refurbish standard and special purpose packaging equipment and systems components both onsite and in house.
- Conduct customer service and warranty calls.
- Install and convert equipment.
- Assist in coordinating on-site project planning, installation, quality inspections, performance testing.
- Develop and maintain excellent customer, sales representative and company management relations.

- Solve complex mechanical/system problems utilizing technical manuals, publications and engineering support.
- Maintain timely and accurate on-site service records and turn them in daily to Service Coordinator.
- Participate in training and development programs as required of the position.
- Ensure that all assigned job responsibilities are carried out in compliance with company policies as well as O.S.H.A. regulations.
- Perform a variety of miscellaneous tasks as requested by management representatives.

### **REQUIREMENTS:**

- High school diploma or general education degree (GED)
- Minimum 2 years of experience in related field of work and technical training.
- Strong knowledge of mechanical, electro-mechanical, electrical, electronics, hydraulics and pneumatics.
- Strong technical aptitude and extensive knowledge of equipment operation and maintenance.
- PLC Knowledge preferred
- Knowledge in Allen Bradley programming
- Exhibit strong customer communication skills
- Ability to work with limited supervision
- A commitment to ethical business standards and personal integrity
- Good communication skills
- Personal computer skills to include proficiency in Microsoft Office software applications
- Strong organizational skill, above average telephone skills, quick learner, detail oriented and ability to consistently produce accurate work
- Ability to maintain confidentiality of sensitive and confidential company information
- Strong ability to develop and maintain positive relationships with vendors, customers, and co-workers
- Ability to work with numbers and calculate figures
- Ability to define problems, collect data, establish facts, and draw conclusions
- Strong deductive and sequential reasoning skills
- Must possess a valid driver's license

### **APPLICATION INSTRUCTIONS**

Please submit resume and salary requirements to [hrmanager@rapidpackaging.com](mailto:hrmanager@rapidpackaging.com).

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability, or any other federal, state, or local protected class.