



INSTALLER/TECHNICIAN

WILD GOOSE FILLING

POSITION: Installer - Technician

ABOUT WILD GOOSE FILLING

Wild Goose Filling is the premier canning and bottling solution for the craft beverage industry. Through innovative engineering and experience, Wild Goose designs and builds custom beverage filling systems that allow craft producers to create their highest quality products with unprecedented precision and versatility. Built over decades, Wild Goose's industry-leading expertise ensures the quality and consistency of every batch from tank to can and bottle.

Based in Europe, this role reports to the Service Manager.

POSITION DESCRIPTION

We are seeking an Installation Technician with extensive experience operating the Meheen filling system; in addition, experience operating the Wild Goose system is highly preferred. Candidates should expect to travel 50-75% on a monthly basis. Installation Technicians are evaluated on Total Customer Satisfaction.

- Machine Installations
 - After the machine arrives at the customer's site, ensure the equipment is in perfect working order.
 - Train the customer's staff on the operation and cleaning methods for the machine.
 - Record the details of the installation in the Customer Relationship Management (CRM) system.
- Phone Support
 - Ensure customer calls are answered promptly and issues are resolved thoroughly.
 - Process spare part orders as required.
 - Record interactions in the CRM system.
- Site Visits
 - Diagnose issues and achieve a satisfactory resolution.



POSITION REQUIREMENTS

- Excellent communication skills, written and oral.
- Fluency in English, both written and spoken.
- Patience with demanding customers.
- Minimum 2-3 years of craft beverage experience.
- Experience with a CRM system a plus but not required.

OTHER REQUIREMENTS

- All Wild Goose Filling technicians must demonstrate a comprehensive understanding of the Wild Goose and Meheen filling systems and therefore will be required to complete a training program over the course of several weeks. This will include traveling to customer locations in various locations.
- The regular work week is forty (40) hours, however, that number of hours may be exceeded and spread out from Sunday to Saturday, depending on customer demand and territory coverage.
- Travel by car or airplane is required; travel internationally may also be necessary.
- A valid passport is required.

EMPLOYMENT INFORMATION

It is Wild Goose Filling's policy to provide an equal employment opportunity to all individuals. We are committed to a diverse workforce. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting the company in meeting its objectives. Wild Goose Filling prohibits discrimination based on employees' and applicants' race, color, creed, religion, national origin, ancestry, age, disability, sex, sexual orientation, and any other status protected by applicable federal or Colorado state law.

Job Type: Full-time

Location: Various locations

Paid time off provided

To Apply: Please email jobs@wildgoosefilling.com