RANKIN
INDUSTRIAL | SOLUTIONS

Who We Are

A high percentage of automated machinery found in American factories is produced in Europe. Located in Dallas, NC, Rankin USA is a leading source of components for these European-made machines.

We have developed an effective supply chain of component manufacturers and trading partners to obtain the brands of products our customers require to keep their factories running.

Operations Team Associate Job Description

Rankin USA is hiring a full-time Operations Team Associate to troubleshoot problems and create solutions for our customers. Responsibilities include entering product, order, customer, and vendor data into various information management programs, creating spreadsheets and databases, reading schematics and spec sheets, safely operating a variety of power tools, assembling, repairing, and manufacturing components. The goal is to increase efficiency, profitability, and customer satisfaction.

Responsibilities

- Proactively develop a thorough understanding of our industry, products, services, customers, and vendors
- Communicate with customers via phone and email to accurately handle customer inquiries, provide quotes, and process orders
- Troubleshoot and diagnose issues with products to identify, design, and execute necessary product solutions
- Use technical skills to collect and process data across multiple platforms to:
  - Accurately and efficiently prepare, organize, and manage customer accounts and product information
  - Assist our sales teams with quotation requests and order processing
  - Support improving business operations and decisions

Skills

- Ability to manage a high-volume workload
- General mechanical knowledge
- Previous machining experience preferred but not required
- Understanding of basic drawings and schematics
- Comfortable using a computer to research products, repairs, modifications, and solutions based on customer needs
- Ability to communicate professionally with customers and vendors via phone and email
- Use basic math accurately: add, subtract, multiply, and divide into all units of measure
- Willingness and ability to learn new technologies
- Excellent attention to detail
- Problem solving
- Salesforce, Smartsheet, and Fishbowl experience preferred but not required

Minimum Qualifications

- At least 18 years of age
- Eligible to work in the United States
- High school diploma or equivalent

Schedule

- Full-time, Monday-Friday
- 8:00am – 5:00pm
- No weekends, no overtime

We pledge to give our full and best effort to not only meet our customer's industrial components needs, but to exceed their expectations, earn their trust, and keep their business.

We'd love for you to be a part of our team. Interested? Scan the QR code to apply today!