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 need to keep their factories running.

Product Support Specialist Job Description

Rankin USA is hiring a full-time Product Support employee to troubleshoot problems and create solutions for our customers. Responsibilities include reading schematics and spec sheets, safely operating a variety of power tools, assembling, repairing, and manufacturing components, and maintaining spreadsheets and databases. The goal is to increase efficiency, profitability, and customer satisfaction.

Responsibilities

- Operate within standard operating procedures, maintaining quality, safety, and productivity standards
- Manufacture pneumatic cylinders
- Troubleshoot and diagnose issues with products to identify and execute necessary repairs
- Modify in-stock products to meet the needs of customers
- Design solutions to modify existing products or create custom solutions based on customer requests
- Utilize spreadsheet and database software to manage product data, including inventory levels, product specifications, and order tracking

Skills

- Previous machining experience required
  - Milling machine, manual lathe, etc…
- General mechanical knowledge
- Understanding of basic drawings and schematics
- Comfortable using a computer to research products, repairs, modifications, and solutions
- Good organizational and time management skills
- Use basic math accurately: add, subtract, multiply, and divide in all units of measure
- Excellent attention to detail
- Problem solving

Physical Requirements

- Occasionally lift and move up to 100 pounds
- Regularly required to stand, walk, use hands and fingers, reach with arms, and talk and hear

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!