



Who is Sormac?

- Sormac headquarters is based in The Netherlands
- Sales & service office in the United States - Northwood, OH
- Founded over 100 years ago as a specialist in the development and production of **SORTingMACHines**
- An industry leader that develops and produces machines and processing lines for the processing of fresh vegetables
- Global agent network
- Small details, big difference: we strive for perfection in the smallest detail of our work



Responsibilities

- Provide technical support to US and Canada based customers
- Ensure pro-active follow up on open support calls with customers
- Work on international projects within the food industry, especially with vegetable processors
- Provide instructions and advice regarding the operation of the machines and production lines
- Responsible for inventory and advise on spare parts
- Guarantee the quality of work through regular reviews
- Visit customers for on-site support to rectify faults or perform preventive maintenance when needed

Skills and Requirements

- Degree in Mechanical Engineering or Mechatronics
- Experience as a field service engineer
- Experience with electrical engineering and controls (PLC, remote I/O etc.)
- Familiar with machine production
- Good communication (verbal and writing) and customer relations skills
- Analytical and able to troubleshoot remotely
- Willing to travel and visit customers within the US and Canada for on-site support (25%)
- Strong sense of quality
- Problem-solving ability and practical, hands-on attitude
- Independent worker, taking ownership of projects
- Experience in working in an international service environment
- Team player
- Positive attitude



What do we offer?

- A competitive salary with incentives, paid vacation and health care benefits
- Working in an international proactive company in a growing market
- An entrepreneurial and challenging position
- Informal and dynamic working atmosphere
- Committed and enthusiastic colleagues

join our team

For more information please reach out to John Clement, via j.clement@sormac-inc.com or call him at 419 466 7881.

