



CAPE BRETON BEVERAGES

PROUDLY MADE IN CAPE BRETON



CAREER OPPORTUNITY: SERVICE TECHNICIAN

ABOUT US:

Cape Breton Beverages is a family-owned Pepsi bottling franchise. The company has been operating in Cape Breton for over 75-years, and together with its sister company Trans-Atlantic Preforms employs over 100-people on Cape Breton Island. We locally produce Pepsi, 7-Up, Schweppes, and Crush soft-drink products and distribute other beverages including Aquafina, Montellier, Bubly and Evian waters, along with Gatorade, Dole, Lipton, Starbucks, Guru, Rockstar and Celsius beverages to Cape Breton Island, as well as produce specific packages of Pepsi and other-branded soft-drinks for the rest of Atlantic Canada, Quebec, and Ontario. As part of the Pepsi family, we are focused on delivering high-quality products and exciting brand campaigns to our customers. Cape Breton Beverages also provides Full Service Beverage and Snack vending throughout Cape Breton Island through its subsidiary Downeast Vending.

Cape Breton Beverages is committed to fostering a diverse and inclusive culture. Our core values are integrity, respect, commitment, accountability, continuous improvement, and taking pride in one's work. We strive to be a company that people are proud to work for – it's more than a job when you work at Cape Breton Beverages – you're part of a team that helps makes this Island a better place to live through the company's continued active support and sponsorship of fundraisers, community-oriented organizations, and special events within the Cape Breton community!

POSITION OVERVIEW

Reporting directly to the Service Manager, the Equipment Service Technician will be responsible for diagnosing, repairing, and maintaining cooling, vending, fountain, and snack machines owned by Cape Breton Beverages (CBBL) and Downeast Vending (DEV). This role includes troubleshooting equipment issues, performing preventative maintenance, and determining the most effective repair or replacement solutions. Additionally, the technician will educate customers on basic equipment upkeep while building and maintaining strong customer relationships.

KEY RESPONSIBILITIES:

EQUIPMENT MAINTENANCE AND REPAIR

Diagnose, repair, and maintain Pepsi beverage and snack machines, including vending, fountain, and cooling equipment.

Troubleshoot mechanical, electrical, and refrigeration issues to determine the best course of action for repairs.

Perform routine preventative maintenance to ensure equipment operates efficiently and reliably.

Test and calibrate machines to meet operational standards after servicing.

CUSTOMER SUPPORT AND TRAINING

Educate customers on basic equipment troubleshooting, maintenance, and proper usage.

Provide excellent customer service by addressing concerns and ensuring minimal equipment downtime.

Communicate service updates and solutions clearly with customers and internal teams.

INSTALLATION AND SETUP

Install and configure new vending, fountain, and refrigeration equipment at customer locations.

Ensure proper connection to power, water, and CO₂ lines where applicable.

Test newly installed machines to verify functionality before customer use.

INVENTORY AND PARTS MANAGEMENT

Maintain accurate records of service calls, repairs, and parts used.

Manage an inventory of replacement parts and tools to ensure timely repairs.

Order and track necessary parts for repairs and maintenance.

SAFETY AND COMPLIANCE

Follow company policies and safety protocols when servicing equipment.

Ensure compliance with health and safety regulations related to beverage and snack dispensing equipment.

Handle refrigerants and electrical components safely in accordance with industry standards.

OPERATIONAL SUPPORT

Assist with setting up and taking down the promotional Pepsi tent for events.

Support warehouse and logistics teams with equipment distribution and return processes as needed.

Maintain a clean and organized work area, including service vehicle and tools.

DOCUMENTATION AND REPORTING

Document all service calls, including work performed and any follow-up required.

Provide detailed reports on recurring equipment issues to help improve service strategies.

Communicate with the Service Manager regarding major repairs or equipment replacement needs.

SKILLS AND QUALIFICATIONS:

Must be able to move heavy equipment.

Must be available for weekend work.

Must be able to work without supervision.

Valid driver's license with a clean driving record.

Clean criminal record/Bondable.

Refrigeration experience is an asset.

Organized and proactive with a sense of urgency.

Solution-driven team player willing to help when needed.

Continuous improvement mindset.

Ability to build long-lasting customer and stakeholder relationships.

Accountability and results-oriented mindset.

Excellent communication and interpersonal skills.

Professional appearance, including maintaining a clean vehicle.

Commitment to Cape Breton Beverages' values of integrity, respect, accountability, continuous improvement, and pride in one's work.

BENEFITS:

Company vehicle (includes gas, insurance, maintenance and tires).

Company cell phone.

Company-branded clothing.

Company events.

Mandatory benefit plan participation (cost shared 50/50) that includes:

LTD (optional), Medical (mandatory), Dental (mandatory) and Life Insurance (mandatory), and

Defined Contribution Pension Plan (mandatory); 5% annual gross salary contribution matched by Cape Breton Beverages.

Online Doctor Access through Medical.

Employee Assistance Program.

Paid vacation.

HOW TO APPLY:

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications to sales@cbbeverages.ns.ca before May 14, 2025.

Cape Breton Beverages is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We appreciate the interest of all applicants; however, only those selected for further consideration will be contacted.