

Title: Field Service Technician - AG
Status: Non-Exempt

Purpose and Scope:

Field Service Technicians are responsible for preventive maintenance, diagnostics, repair and service of various tractors, application equipment, implements and agricultural equipment. They should possess a solid understanding of the diagnostic and repair of gas and diesel engines along with experience in two and four cycle engines. Employee should also have a basic understanding of the diagnostics and repairs of electrical and hydraulic systems to repair and recondition customer's machinery. This is a skilled field service mechanic position working largely independently and out of a company-provided field service truck, performing at a variety of customer locations and service shops. Field Service Technician reports to the Service Manager, and serves customers typically located throughout the region.

Responsibilities:

Field Service Technicians should be able to read and interpret technical instructions, safety manuals, service manuals, company policies and procedures. Works with electric/electronic and hydraulic system schematics, wiring diagrams, and equipment service manuals, and should be proficient in the use of test equipment. The position is responsible for providing advanced troubleshooting and high quality repair service on construction equipment, engines and powertrains to respond to customer needs in a positive, safe and timely manner, and ensuring maximum value.

Field Service Technicians have safety, customer satisfaction, and business responsibilities. They identify, troubleshoot, diagnose and provide quality repairs of agricultural equipment and related engine mechanical systems. They are technical experts and a primary support contact, responsible for communicating with customers to provide exceptional customer experience.

- Know and follow all Company and customer safety rules, including maintaining a safe, clean, and orderly work area, fully participating in Company accident prevention and safety improvement activities
- Must have the physical ability to wear Personal Protective Equipment (PPE), including protective glasses, protective gloves, and protective clothing and footwear as required by the job.
- Respond to all customer requests in a professional and courteous, timely and responsive manner.
- Maintain a clean, professional personal appearance at all time, meeting all Company standards for professionalism.
- Keep the Manager continually apprised to assist in answering customer questions and problems when necessary.
- Supports the organization's mission, vision and values by exhibiting the following behaviors: honesty, integrity, and respect while delivering high quality solutions and maintaining a positive attitude and a safe work environment.
- Accepts responsibility for mistakes or problems. Maintains "ownership" of assigned tasks.
- Demonstrate a positive attitude and a high level of personal credibility and integrity with customers, management, and dealership co-workers.
- Must be dependable. Consistently arrives at work on time when scheduled, fully ready to work.
- Maintain company and product confidentiality.
- Attend and participate in all meetings, trainings, and activities as required.

- Adhere to all Company policies and departmental procedures and rules.
- All other duties as assigned.

Job Requirements:

- Customer service background/knowledge
- Basic training in computer skills
- Basic knowledge of AG operations
- Pass pre-employment background check, physical exam including drug screen, and meet all physical requirements for the position.
- Able to lift 20-50 pounds occasionally.

Education/Training Requirements:

- Associate's Degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Abilities:

- Ability to communicate in a professional and courteous manner with customers and co-workers
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals
- Ability to make effective decisions
- Good interpersonal skills
- Ability to multi-task and a willingness to be flexible and adaptive to change
- Ability to handle irate/disgruntled customers in a professional manner
- Organizational skills
- Ability to work in a fast-paced, stressful, multi-task oriented environment
- Able to prioritize duties as required or as circumstances arise

Work Environment:

- All locations offer clean, safe working conditions; however, the position may work in situations where hazards may be present. Therefore, a detailed knowledge of equipment and engines is a must as well as a demonstrated proficiency in service and repair of equipment using standard safety procedures.
- Communicate effectively, verbally and in writing.
- Must be honest, reliable, and dependable, and display a positive attitude.
- Must be able to work well under occasional pressure or within work standards and deadlines.
- Must be able to work independently and/or with others in a team environment.

- Able to work standard five-day schedule, including daily overtime and occasional weekend hours as needed.
- Meet all eligibility requirements to drive Company vehicles, including a current, valid driver's license issued by the resident State, and maintain current motor vehicle liability insurance.