



Position: Access Your Future Service Intern
Department: Service
Reports To: Service Manager
Supervises: None
Job Group: Craft Workers
Exempt or Non-Exempt: Non-Exempt

Access Your Future Service Program:

Access Your Future is a sponsorship program for students interested in a career in the equipment industry as a Service Technician. This program provides a career path, educational support and financial incentives to assist you as you attend a college program and begin your career.

Access Your Future Service Program Incentives:

- **Paid internship employment** at a sponsoring store while attending college. (Summers, during school breaks, and after class depending on your sponsoring store)
- **Company paid tools** based on your educational requirements.
- **Graduation sign on bonus** upon completion of your education and transition to full time work at RDO Equipment Co.
- **4 years of post-graduation financial incentives** as you start your Service Technician career with RDO Equipment Co.

Access Your Future Service Program Requirements:

- Must enroll or be attending an approved Heavy Equipment Service, Diesel Technology or other technical service program approved by RDO Equipment Co.
- Maintain a GPA of 3.0 (on a 4.0 scale) while in program.
- Maintain acceptable attendance record while in program.
- Provide a copy of transcripts and diploma to RDO Equipment Co. in order to receive the financial incentive and sign on bonus upon full time employment.
- Adhere to academic policies, rules and regulations set forth by the higher learning center the student is attending.
- Accept full time employment within a RDO Equipment Co. following graduation. Location to be determine based on availability.

RDO Equipment Co. approaches its goals and responsibilities in terms of its five principal stakeholders: Employees, Customers, Manufacturer Partners, Owners and Communities. These principal stakeholders have shaped the core values of the organization and provide a basis for our management decisions.

Employees: We are dedicated to being an organization that continually strives to be a great place to work.

Customers: We are dedicated to being a total solutions provider with the highest commitment to customer service.

Manufacturer Partners: We are dedicated to being a respected distributor for our manufacturer partners.

Owners: We are dedicated to building a strong and sustainable business for the future.

Communities: We are dedicated to being an exceptional corporate business citizen.

Specific Duties Include:

- Partner with mentor to diagnose, inspect, recondition, repair, assemble, and service equipment as assigned by the supervisor.
- Document machine information and repairs completed on work order, including parts and fluids used.
- Maintain a clean work area, as well as care for all shop tools, machines, and equipment.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Mechanical skills
- Trade specific tooling, including hand and pneumatic tools
- Strong computer skills
- Excellent customer service skills
- Ability to perform maintenance functions on equipment
- Excellent communication and written skills
- Strong organizational skills
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

EOE/M/F/Disabled/Veteran

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting		X		
Walking				X
Standing				X
Bending (neck)			X	
Bending (waist)			X	
Squatting			X	
Climbing			X	
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right ___ Left ___			X	
Is repetitive use of hand required?			X	
Simple Grasping			X	
Power Grasping		X		
Fine Manipulation			X	
Pushing/Pulling			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.			X	
51-75 lbs.		X		
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.			X	
51-75 lbs.		X		
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment			X	