



Position: Certified Dealer Instructor

Department: Learning & Development

Reports To: Systems Training Manager

Supervises: None

Job Group: Professionals

Exempt or Non-Exempt: Exempt

Job Description:

This role will be responsible for identifying, developing and providing technical training for employees and customers with the goal of improving the technical competency of the intended audience. This individual will be responsible for providing training at store locations and regional venues. Course offerings and materials to be covered include any/all Wirtgen Group products (Wirtgen, Vögele, Hamm, Kleeman). This individual should also understand and be able to teach core John Deere systems (hydraulic, electrical, power systems, A/C, and John Deere diagnostic tools).

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Provide service technician training including classroom time, as well as hands-on training at multiple locations.
- Professionally facilitate and present to an audience.
- Obtain training instructor qualifications required by Wirtgen and John Deere.
- Follow Wirtgen Group's requirements for maintaining training aids and materials.
- Gather and research information to create and deliver technical training concepts for John Deere Construction equipment as well as revise materials for existing classes.
- Lead training classes at all RDO Equipment Co. locations as well as off-site locations.
- Work in conjunction with technical communicators and service technicians to understand current trends and technical issues to be able to develop courses or incorporate into courses.
- Track and communicate common technical issues and share across regions.
- Provide customers and locations with technical information and support when requested on equipment.
- Build strong relationships with manufacturer partners to ensure information is shared related to issues and fixes others are experiencing.
- 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 to present a professional image of RDO Equipment Co.

- Proactively seek and participate in available company-sponsored training, 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.
- 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.

Job Requirements:

- Experience as a technical trainer/instructor
- Experience with Wirtgen Group and products, or related heavy equipment
- Dynamic presentation skills with strong public speaking & overall communication skills
- Strong technical background with experience in engines, hydraulics, electronics, electrical and driving train as well as proper operation, maintenance and safety
- Proficient in the use of a computer and related software (Word, Excel, PowerPoint, etc.).
- Strong written and verbal communication skills
- Strong problem-solving skills
- Detail oriented with a high level of accuracy
- Excellent organizational skills
- Ability to work in a dynamic and fast paced environment
- Ability to travel 50%

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		