



Position: Customer Service Advisor (CSA)
Department: Parts and Service
Reports To: Regional Aftermarket Managers
Supervises: None
Job Group: Sales Workers
Exempt or Non-Exempt: Exempt

Job Description:

This individual will sell service, parts, and for customer solutions, while building long-term relationships within a territory to maximize company profitability and market share. They must have strong communication skills and are expected to meet the customer's needs and expectations.

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:

- Sell machine maintenance and repair services, repair parts, extended warranties, and any other management approved products.
- Maintain basic technical knowledge of RDO Equipment Co. products and services and provide technical assistance where applicable.
- Use Company provided systems/tools (i.e. S2, company CRM) to fully document, track, record, follow-up and capture all related sales activity in a timely and accurate manner.
- Represent the company for the sale of Product Support to customers in a defined sales area.
- Maintain product knowledge; understand features and benefits of all products and services potentially saleable by the company.
- Be aware of competitive activity and competitive products, as well as business and industry trends.
- Maintain, as directed by the manager, current and complete sales management information for all customers in the assigned territory.
- Test/operate machinery at customer work site.
- 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:

- 1-3 years' experience in an industry-related role with involvement in activities such as sales, service, training, or other related work preferred.
- Strong computer skills.
- Strong communication skills.
- Excellent customer service skills.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

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