



Job Title: Field Service Manager

Department: Service

Reports To: Service Operations Manager

Supervises: Field Service Technicians

Job Group: First/Mid-Level Officials and Managers

Exempt or Non-Exempt: Exempt

Job Description:

This individual will efficiently manage, coordinate and schedule Field Service Technician's time, while maintaining the invoicing of work orders in a timely manner. In conjunction with this, they will communicate with the customer in regard to quotes, job status and scheduling. They will also coordinate activities and cooperate with other departments of the dealership to best serve the needs of the customer and employees.

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:

- Assign jobs and work areas to Field Service Technicians according to their skills and knowledge.
- Supervisory responsibilities of Field Service Technicians.
- Proactively seek customer feedback, anticipate problems and respond promptly. Respond and follow up to employee issues and concerns.
- Review all repair work orders for accuracy and completeness concerning parts, materials and labor, and approve the release of equipment for delivery to the customer.
- Work with the Service Operations Manager or supervisor in all aspects of the service department in fulfilling the responsibilities of the Service Operations Manager (may fill the Service Operations Manager's role in their absence).
- Responsible for conducting and scheduling all in-house Field Service Technician training.
- Assist in the appraisal of repair work coming into the service department.

- Advise Service Operations Manager of all customer complaints.
- Maintain a clean and safe working environment for all technicians.
- Meet with Service Operations Manager on a regular basis to review department performance profitability, efficiencies, and personnel matters.
- Maintain technical and product knowledge on all equipment sold within the dealership's area of responsibility.
- Ensure that appropriate communications take place throughout the location/s by facilitating/participating in monthly open-book meetings, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the location/s, encouraging accountability, open communication, teamwork, and a commitment to serving the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long term relationships with customers.
- Ensure that the company/location reputation and image in the community is consistent with RDO Integrated Controls Core Values, and that business relationships with all stakeholders are not compromised.
- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- 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.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- 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:

- Previous supervisory/management experience preferred
- Strong customer service skills
- Strong computer skills
- Industry experience preferred
- Excellent oral and written communication skills
- High school and/or technical school education
- 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___				
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		