



Position: Field Service Technician
Department: Service
Reports To: Service Department Manager
Supervises: None
Job Group: Craft workers
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will operate a mobile service vehicle and travel to customer locations to perform in-field diagnostics and repairs as required. Responsibilities include the repair of GPS, machine control, survey, and laser technology at a high standard of quality. This individual must be able to perform quality work as efficiently and profitably as possible, work overtime and weekends on occasion.

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:

- Perform in-field machinery diagnostics and repairs as required.
- Serve as an in-field representative for the dealership to provide service solutions and enhance customer satisfaction.
- 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.
- Identify and communicate solutions for customer service opportunities in the dealership's area of responsibility
- Maintain technical and product knowledge on all equipment sold within the dealerships' area of responsibility.
- Address customer concerns and furnish timely remedies to effectively and satisfactorily resolve the specific issue(s).
- 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.

Job Requirements:

- Experience in GPS or machine control technology is preferred but not required.
- Excellent mechanical skills
- Current and valid driver’s license as outlined in company policy manual
- Ability to assemble and perform maintenance functions on equipment
- Strong computer skills
- Excellent customer service skills
- Excellent oral and written communication skills
- Strong organizational 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 ___				
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		X		

shoulder level)				
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	