Job Title: General Manager of Construction Technology
Department: Admin
Reports To: Vice President
Supervises: Construction Technology Specialists, Account Managers
Job Group: First/Mid-Level Officials and Managers
Exempt or Non-Exempt: Exempt

Job Description:

This role is responsible for leading Midwest Construction's Construction Technology strategy and initiatives across the region. The position partners closely with regional leadership and technology manufacturing partners to drive adoption, operational excellence, customer success, and the effective utilization of construction technology solutions. Specific areas of focus include, but are not limited to:

- Lead support teams in UAVs, Positioning, Autonomy and construction software.
- Lead development and execution of Programs and marketing.
- Escalations and manufacturer follow up.
- Partnering with store General Managers in their field technology leadership assessments, plans and progress.
- Champion for Field Technology Leadership Certification.
- Supporting relationship with regional construction technology leaders to support our teams and customers implementation of construction technology.
- Engage as a coach and mentor with construction leaders to grow field technology leadership competence across the company.
- Key leader role in manufacturer partners to include Topcon, John Deere Construction & Forestry, Wingtra, and Trimble.

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:

- Demonstrate leadership in all aspects of the business.
- Coach and mentor sales team on the following topics, including but not limited to needs/features/benefits, closing, time and territory management, negotiating, product knowledge, productivity, and gross margin.
- Create and monitor annual sales department benchmarks and budget, in alignment with the organization's financial and operational objectives.
- Ensure customer satisfaction. Work with the sales team to know the customer's current and future expectations and work with all store departments to resolve customer concerns.

- Work with all stores to make sure their parts and service staff is trained on this product.
- Lead the sales team to effectively understand and use manufacturers' products and programs to attain acceptable market share levels.
- Manage inventory and assets.
- 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.
- Ensure all RDO Equipment Co. policies and procedures are followed within the business.
- 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 Equipment Co. 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 or management experience required, with demonstrated leadership and team development skills.
- 10+ years of construction technology, heavy equipment, or related industry experience preferred.
- Ability to travel up to 50% to support field operations, partner relationships, leadership development, and strategic business objectives.
- Strong understanding of construction technology solutions, market trends, and competitive conditions.
- Excellent customer service and relationship management skills.
- Strong verbal, written, and presentation communication skills.
- Proficient computer skills, including Microsoft Office applications and technology-related business systems.
- Ability to build effective working relationships with customers, team members, manufacturers, and business partners.
- Strong organizational, problem-solving, and decision-making skills.

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 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.				
76-100 lbs.	X			
Driving cars, trucks, forklifts, and other equipment?	X		X	