



Position: Inventory Support Specialist
Department: Fleet and Remarketing
Reports To: Inventory Manager
Supervises: None
Job Group: Professionals
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will be responsible for providing excellent customer service to other RDO Equipment Co. employees involved in the construction whole good ordering process. They will be responsible for assisting the sales force in new equipment ordering, coding invoices for the equipment we order, and monitoring of the rental fleet.

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:

- Process orders for new equipment and attachments.
- Search for inventory within RDO Equipment Co. and work with other John Deere dealers to fulfill company equipment needs.
- Provide timely response to vendor and customer inquiries.
- Utilize an electronic equipment monitoring system to verify the location of all new equipment and attachments.
- Purchase extended warranties from John Deere for rental fleet machines on a monthly basis.
- Work with management to ensure the equipment gets to locations with correct specifications.
- Update the stock records of equipment and attachments in the company business system.
- Assign general ledger coding to whole goods.
- Ability to handle questions from supplier/field operations timely and in a positive and professional manner.
- Work as part of a team to accomplish set goals.
- 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:

- Demonstrated ability to deliver strong customer service while responding to inquiries and resolving issues in a timely and professional manner.
- Ability to clearly and effectively communicate information both verbally and in writing with internal teams and external customers.
- Proven ability to manage multiple tasks, prioritize competing demands, and maintain attention to detail in a fast-paced environment.
- Working knowledge of Microsoft Excel, including ability to enter, track, and analyze data.
- 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	