



Job Title: Product Specialist

Department: Customer Support

Reports To: Telematics Support Manager

Job Group: Professional

Exempt or Non-Exempt: Exempt

Job Description:

This individual will drive RDO Equipment Co.'s Connected Support initiatives by building relationships and serving as the primary resource for connected machines and machine technology, with a focus on the telematics support and training. This individual will work with both internal and external customers to build value and acceptance of the integration of technology into our machines and the solutions they can provide.

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:

- Promote the value of Connected Support to internal and external customers throughout the region.
- Provide training and support for the Connected Support products and services, mainly John Deere, Wirtgen, and Vermeer telematics solutions along with related products such as remote diagnostics and programming and remote monitoring for internal and external customers.
- Be able to demonstrate value of Connected Support and technology to our stakeholders, especially our customers and employees, to drive acceptance of technology in the machines.
- Track all activities with company provided resources.
- Communicate regularly with the store management and team members to share information on activity within their regions.
- Be a primary channel of communication for product, technical and commercial issues with manufacturing partners.
- Be an active and highly visible participant in industry groups and events and keep abreast of competitive activity, products, and pricing.
- Provide excellent customer service and follow-up.
- Train and present to employees and customers in an effective way to build confidence with technology.
- Ensure all our team members are proficient in discussing and supporting the benefits of each manufacturers' (such as John Deere, Wirtgen, and Vermeer) telematics devices
- 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:

- Technology background or expertise and/or a working knowledge of the equipment industry.
- Must be able to work independently and manage responsibilities with minimal supervision.
- The candidate should demonstrate both an aptitude for and a passion for technology.
- Strong communication and interpersonal skills required.
- Excellent customer service skills and a commitment to providing a positive customer experience.
- Excellent computer skills and proficiency in using relevant software and technology tools.
- Possesses effective presentation skills and ability to confidently deliver information to various audiences.
- Approximately 25% travel required.
- 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		