



Job Title: Regional Aftermarket Manager
Department: Parts and Service
Reports To: General/Branch Manager
Supervises: Service and Parts Manager
Job Group: First/Mid-Level Officials and Managers
Exempt or Non-Exempt: Exempt

Job Description:

This individual will effectively lead and direct the management of the parts and service departments on a regional level. They will coordinate activities and cooperate with all stores within the region 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.

Specific Duties Include:

- Demonstrate leadership in all aspects of the parts and service departments within the region.
- Lead and monitor regional Aftermarket strategic plans for parts and service departments and monitor to ensure achievement of established goals.
- Coach and mentor parts and service managers within the region.
- Develop and maintain effective parts and service department processes to ensure internal and external customer satisfaction.
- Create annual parts and service department benchmarks and budgets for the region, in alignment with the financial and operational objectives.
- 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:

- Candidates should have previous supervisory or management experience and preferably possess industry and/or aftermarket parts and service support experience.
- The ideal candidate will demonstrate excellent customer service skills and a commitment to providing outstanding support to both internal and external customers.
- Strong oral and written communication skills are required to effectively interact with team members, customers, and stakeholders.
- Applicants must have strong computer skills and be comfortable working with a variety of software applications and systems.
- 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___			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	