



Job Title: Regional Aftermarket Specialist
Department: Parts and Service
Reports To: Regional Aftermarket Manager
Supervises: None
Job Group: Professional
Exempt or Non-Exempt: Exempt

Job Description:

This individual will provide support to the parts and service departments on a regional level for the Wirtgen and Kleeman group. They will coordinate activities and cooperate with all stores within the region to best serve the needs of the customer and employees.

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 parts and service departments within the Road Building and Minerals region.
- Lead and monitor regional Aftermarket strategic plans for parts and service departments and monitor to ensure achievement of established goals.
- Develop and maintain effective parts and service department processes to ensure internal and external customer satisfaction.
- Assist in creating annual parts and service department benchmarks and budgets for the region, in alignment with the financial and operational objectives.
- Assist Customer Service Advisors (CSA) and Product Specialists in growing and developing the Aftermarket business.
- Assist other locations with overall product knowledge and support for the product.
- Ensure excellent customer service by addressing concerns and maintaining a positive rapport with clients and manufacturing partners.
- 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:

- Industry and/or aftermarket parts and service support experience
- Previous supervisory/management experience preferred
- Up to 50% travel expected
- Excellent customer service skills
- Strong oral and written communication skills
- Strong computer skills
- College degree or applicable experience preferred
- 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	