



|                              |                                            |
|------------------------------|--------------------------------------------|
| <b>Position:</b>             | Service Manager Trainee                    |
| <b>Department:</b>           | Service                                    |
| <b>Reports To:</b>           | Service Operations Manager/General Manager |
| <b>Supervises:</b>           | None                                       |
| <b>Job Group:</b>            | Craft Workers                              |
| <b>Exempt or Non-Exempt:</b> | Non-Exempt                                 |

**Job Description:**

The Service Manager Trainee position is designed to develop the knowledge, skills, and business acumen necessary for success within dealership operations. Individuals will gain experience across multiple departments and build an understanding of service operations, customer relationships, leadership, and business processes while exploring career opportunities that align with their strengths, interests, and the needs of the organization.

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:**

- Rotate through Service, Parts, Sales, Rental, and other dealership departments to gain a comprehensive understanding of dealership operations.
- Learn effective coaching, communication, conflict resolution, and employee engagement practices.
- Observe and assist managers in workforce planning, performance management, and team development activities.
- Learn how to coordinate and manage Service Technician scheduling, dispatching, and workflow.
- Develop an understanding of work order management, labor utilization, and service department productivity.
- Assist with customer communication regarding scheduling, repair status updates, estimates, and service solutions.
- Gain exposure to warranty administration, repair quoting, service processes, and customer resolution practices.
- Develop an understanding of key service department performance metrics, including productivity, efficiency, recovery rates, and customer satisfaction.

- 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 experience in agriculture, construction, heavy equipment, diesel, automotive, rental, or related industries.
- Strong customer service and interpersonal skills.
- Excellent verbal and written communication skills.
- Strong organizational and time management skills.
- Demonstrated problem-solving and critical-thinking abilities.
- Self-motivated, self-directed, and eager to learn.
- 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___ |         |                       |                   |            |
| 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 |   |  |
| <b>Lifting:</b>                                   |   |   |   |  |
| 0-10 lbs.                                         |   |   | X |  |
| 11-25 lbs.                                        |   |   | X |  |
| 26-50 lbs.                                        |   | X |   |  |
| 51-75 lbs.                                        | X |   |   |  |
| 76-100 lbs.                                       | X |   |   |  |
| <b>Carrying:</b>                                  |   |   |   |  |
| 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 |   |  |