



**Job Title:** Service Operations Manager  
**Department:** Service  
**Reports To:** General Manager - Emerging Markets  
**Supervises:** Service Managers - Emerging Markets  
**Job Group:** Field Manager  
**Exempt or Non-Exempt:** Exempt - Salary

**Job Description:**

The Service Operations Manager – Emerging Markets provides regional leadership and operational oversight for service departments across Emerging Market locations. This role is responsible for developing Service Managers, ensuring consistent execution of service processes, driving aftermarket growth, and delivering a positive customer experience. The position requires strong field presence, financial acumen, and the ability to align people, processes, and partners to company standards and strategic priorities.

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:**

- Lead, coach, mentor, and develop Service Managers to drive performance, accountability, and professional growth.
- Provide regional oversight to ensure consistent service processes, standards, and execution across all Emerging Markets locations.
- Drive customer engagement through regular field presence, weekly customer visits, and quarterly account reviews to identify growth and conquest opportunities.
- Partner with parts, sales, and internal aftermarket teams to grow service and parts revenue.
- Ensure effective service scheduling and work order flow from initiation through completion, including customer, internal, and warranty work.
- Maintain accountability to company benchmarks for work-in-progress (WIP), billing-in-progress (BIP), and timely billing.
- Set regional aftermarket direction and priorities aligned with company strategy and financial goals.
- Create, manage, and monitor regional service benchmarks and budgets in alignment with financial objectives.
- Lead and participate in monthly financial performance reviews to identify trends, risks, and corrective actions.
- Manage the evaluation, allocation, and effective use of physical and financial resources.
- Assess training needs, promotions, and career development opportunities for Service Technicians and service/parts leaders.

- Develop and implement internal training programs, including technician capstone and career path initiatives.
- Establish and monitor annual Carlson Capstone training calendars for the region, ensuring participation, completion, and communication of results.
- Serve as the regional keeper of standards for service and aftermarket departments.
- Conduct quarterly regional hub walkarounds to ensure compliance with company and safety standards.
- Collaborate with Territory Customer Support Managers and Territory Aftermarket Business Managers on service and parts initiatives.
- Act as primary liaison between RDO locations and manufacturing partners, including Carlson, for training, warranty, BOMs, and best practices.
- 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 supervisory or management experience.
- Industry experience in service, aftermarket parts, or equipment support operations.
- Strong financial acumen with experience managing budgets, benchmarks, and operational performance.
- Excellent customer service, communication, and interpersonal skills.
- Strong computer and systems proficiency.
- College degree or equivalent relevant 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 ___				
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		