



**Position:** Service Technician (Seasonal)  
**Department:** Service  
**Reports To:** Service Manager  
**Supervises:** None  
**Job Group:** Craft Worker  
**Exempt or Non-Exempt:**

**Job Description:**

This individual will be responsible for the effective repair of irrigation equipment and components at high levels of quality. Their work must be completed in a safe, professional and timely manner. Based upon their level of expertise, the Service Technician may work under direct supervision. This individual also must be able to perform quality work as efficiently and profitably as possible, work overtime and weekends on occasion. This role is a seasonal position.

At MVI 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:**

- Perform in-field irrigation diagnostics and repairs as required.
- Serve as an in-field representative for the dealership to provide service solutions and enhance customer satisfaction.
- Diagnose, inspect, recondition, repair, assemble, and service equipment as assigned by the supervisor.
- Document machine information and repairs completed on work order, including parts and fluids used.
- Maintain a clean work area and/or truck, as well as care for all shop tools, machines, and equipment.
- Identify and communicate solutions for customer service opportunities in the dealership's area of responsibility
- Maintain technical and product knowledge on all systems sold within the store.
- 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 MVI.
- 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:**

- Excellent mechanical and electrical skills
- Trade-specific tooling, including hand and pneumatic tools
- Current and valid driver’s license as outlined in company policy manual
- Ability to assemble and perform maintenance functions on equipment
- Strong computer skills
- Excellent customer service skills
- Strong oral and written communication skills
- Strong organizational skills
- Obtain and maintain Class B electrical license within two years of employment
- Familiar with 480- and 120-volt electrical circuits
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

**Essential Job Functions:**

| <b>Activity</b>                          | <b>Never</b> | <b>Occasionally</b>   | <b>Frequently</b> | <b>Constantly</b> |
|--|--------------|-----------------------|-------------------|-------------------|
| Hours Per Day                            | 0 Hours      | Up to 3 hours per day | 3-6 hours per day | 6-8+ hours        |
| Sitting                                  |              | X                     |                   |                   |
| Walking                                  |              | X                     |                   | 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                     | 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,<br>forklifts, other<br>equipment |  |   | X |  |