



Job Title: Technical Communications Specialist (Construction & Forestry)

Department: Customer Support

Reports To: Technology Support Manager – CE & Forestry

Supervises: N/A

Job Group: Professionals

Exempt or Non-Exempt: Exempt

Job Description:

This individual will be in a product support role that provides high-quality phone support to construction and forestry customers in the field and internal store teams. They will work collaboratively with peers, will use their expertise to troubleshoot issues and help keep equipment operational. They will also document all customer inquiries, researched, and resolved within RDO's Microsoft Dynamics case management system. This role requires quick thinking, strong teamwork, and a focus on supporting John Deere construction and forestry equipment and technology.

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:

- Answer customer calls, identify root causes, and communicate solutions via phone, email, or text.
- Provide customers with expert advice and solutions in customer-facing events, like field demos and customer clinics.
- Provide other RDO team members with solutions to aid in their knowledge level for better customer engagement.
- Build strong relationships with manufacturer partners to ensure information is shared related to issues and fixes others are experiencing.
- Research technical problems through resources, including internal Dynamics documented cases, John Deere dealer resources, and through internal experience.
- Provide feedback to Deere in DTAC system with any problems requiring a DTAC case.
- Attend internal training on John Deere construction and forestry products and technology as well as John Deere training events and webinars as they become available to stay current on latest technology.
- Create knowledge base articles to continually improve support experience for the customer.
- Propose training initiatives based on information collected through phone support.
- Work with the parts and service departments to help obtain technical information from OEMs.
- Assist in monitoring of PIPs for the region and work with service management to ensure timely completion.
- Work with the field/shop with service personnel on any technical issues.

- Develop and maintain a strong working relationship with store service management to create an environment that maximizes value to our customers and the organization.
- 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 experience, including experience with John Deere construction and forestry equipment.
- Experience and knowledge of call center operations.
- Proven ability to build relationships with customers, store personnel, and management.
- Ability to evaluate and assess operations and respond to changing needs.
- Strong leadership skills.
- Excellent verbal and written communication skills.
- 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			
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		