****

**Job Title:** Field Service Tech/Sample Support Tech/Production Support

**Department:** Service

**Reports To:** Dave Means

**FLSA Status:** Non-Exempt

**Prepared By:** Criston Menz

**Prepared Date:** 12/13/18

**Pay Range**

**Positions Open: This position will be 50% travel with the remaining time spent sample testing and helping in various parts of the shop.**

**Summary**

Plans and coordinates activities concerned with agricultural industrial equipment; installing equipment, investigating and resolving customer reports of technical problems with equipment, regular scheduled maintenance and eliminating future operational or service difficulties. Works with sales/R&D and customers to run samples and report data by performing the following duties.

**Essential Duties and Responsibilities**

Includes the following; other duties may be assigned.

* Installs new or modified equipment at customer's facility to ensure full functionality according to specifications.
* Reviews performance reports and documentation from customers and field representatives and inspects malfunctioning or damaged product to determine nature and scope of problem.
* Analyzes review and inspection findings to determine source of problem, and recommends repair, replacement, or other corrective action.
* Coordinates problem resolution with engineering, customer service, and other personnel to expedite repairs.
* Provides on-site technical assistance to help troubleshoot and repair equipment.
* Provides technical assistance by phone to troubleshoot customer equipment problems.
* Maintain records of service calls, training, and expenses.
* Analyzes reports of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommends modifications to eliminate future problems.
* Develops service handbooks and bulletins based on field investigations, engineering changes, and overall knowledge of product.
* Provides a communication link between the customer and the company to help ensure that effective service is provided to the customer.
* Educate customers on preventive maintenance and safety regulations and provide general customer service on the phone and in person.
* Develops and conducts training on the safe operations of the equipment and demonstrates skills to trainees, including both team members and customers.
* 50% travel by vehicle and air.
* Runs samples of various products on various machines, analyzing and reporting data of sample for sales, R&D or customer.
* Offers additional support to production when not on the road and not involved with running samples.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

* Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
* Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
* Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
* Project Management - Coordinates projects; Communicates changes and progress; Completes projects on time and budget.
* Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
* Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
* Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
* Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
* Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
* Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
* Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
* Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
* Managing People - Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.
* Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
* Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
* Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
* Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
* Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
* Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
* Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
* Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
* Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
* Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
* Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
* Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
* Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
* Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
* Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
* Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
* Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Associates degree or 2-year technical degree from accredited institution; and two to four years related experience and/or training; or equivalent combination of education and/or experience.

**Language Skills**

* Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
* Ability to write reports, business correspondence, and procedure manuals.
* Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
* Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability**

* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Database software/Sales Force; Microsoft Office 2010/Excel/Word/Outlook.

**Certificates, Licenses, Registrations**

**Must hold a valid Driver’s License.**

**Must be able to obtain a US Passport.**

Specialized Vocational Skill Certificates or Licenses Preferred.

**Other Skills and Abilities**

Mechanical

Electrical

HVAC

Hydraulic

Industrial Mechanics/Assembly

Customer Service Skills

Agronomy or Agriculture related knowledge

**Other Qualifications**

* This position must be available to travel 75% driving and/or flying.
* **Must be able to pass background check.**
* **Must be able to pass regular random drug testing.**

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts. The noise level in the work environment is usually moderate.