

Service Technician Level 3

Reports To	Service Manager
Department	SERVICE
FLSA Status	Non-Exempt
EEO Classification	Technician

Successful candidates are expected to comply with the general attendance policies.

Successful candidates are expected to comply with all safety policies and procedures.

Primary Purpose

The Level 3 Service Technician repairs and performs basic diagnostics with minimal supervision and has the ability to procure parts and develop service estimates

General Description

None Given.

Essential Duties

	Duties	Frequency
1	Achieve and maintain a recovery income % of 90% or higher for a twelve month period	100%
2	Average less than 16 hours of shop and lot expense per month over last 12 months	100%
3	A total of 240 hours of OEM training (including carry over hours from Levels 1 and 2).	100%
4	Electronically request, if available, the parts needed to complete the job.	100%
5	Consistently display the ability to accurately diagnose machine systems, with minimal supervision.	100%
6	Display competency in all Level I Service Technician tasks.	100%
7	Perform diagnostic skills and plan effective and efficient repairs of machinery, with some assistance.	100%
8	Develop service estimates, with minimal supervision.	100%
9	Look up parts needed to complete job assignments.	100%
10	Accurately complete all reports and documentation required for processing work orders.	100%
11	Maintain and properly care for shop tools, equipment, and vehicles.	100%

12	Maintain a clean and orderly work area consistent with professional image.	100%
13	Accommodate seasonal scheduling requirements, including overtime and field work.	100%
14	Ability to handle ongoing interruptions while maintaining a friendly and professional attitude.	100%
15	Demonstrate excellent verbal and written communication skills in all aspects of business, including communications with customers, employees, management, and vendors.	100%
16	Timely submission of completed paperwork to include well written descriptions of work completed so the customer has complete understanding of work performed and/or warranty can be easily submitted.	100%
17	Complete all duties in a manner consistent with established safety policies and procedures, assist others in observing safety, and set an above-standard safety example.	100%
18	Maintain professional courtesy toward fellow employees and customers.	100%
19	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
20	Perform any additional duties and training as deemed necessary by management.	100%
21	Ability to travel unsupervised and complete repairs in the field, if needed.	100%
22	Understand the basics and operations of the equipment including GPS guidance systems.	100%
23	Access and effectively use resources such as Dealer Portal, CDK and Asist to assist in diagnosing and repairing equipment.	100%
24	Complete all duties in a manner consistent with Torgerson's mission, vision, value, and philosophies.	100%
25	Effectively, accurately, and efficiently use basic functions in CDK, such as time clock, and customer portal.	100%
26	Maintain a current driver's license with a clean driving record, be insurable through the Company and report any circumstances where driving record could be affected.	100%

### Minimum Experience And Qualifications

Education: None Required

Experience: Achieve CNH "Level 1" certification.  
 Competency in all Level 1-2 Service Technician tasks. Must make continual progress on established training program.  
 Establish and maintain excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively.  
 High School diploma or equivalent. Preferred applicants will have a degree in diesel technology or agriculture related experience.  
 Must have an expanded set of tools and acquire additional tools as needed for performing tasks, as determined by the Service Manager.

## Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Periodically (30%-54%)	
Climbing–Stairs, Ladders, Slope	Seldom (1% to 9%)	
Crawling	Occasionally (10%-29%)	
Grasping/Handling	Periodically (30%-54%)	
Kneeling	Occasionally (10%-29%)	
Neck Flexion/Extension	Periodically (30%-54%)	
Reaching Forward	Frequently (55%-79%)	
Reaching Overhead	Periodically (30%-54%)	
Sitting	Seldom (1% to 9%)	
Standing	Occasionally (10%-29%)	
Twisting	Occasionally (10%-29%)	
Walking	Occasionally (10%-29%)	

## Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Seldom (1% to 9%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Seldom (1% to 9%)
1.1 - 10 lbs.			Seldom (1% to 9%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Occasionally (10%-29%)
Over 100 lbs.			Seldom (1% to 9%)

## Mental And/Or Visual Demands

Mental and/or visual demands typically sustained while on the job.

Demand	Frequency
Depth Perception	Periodically (30%-54%)
Hand and Eye coordination	Periodically (30%-54%)
Near Visual Acuity	Periodically (30%-54%)
Visual acuity, able to aim, track, and focus	Periodically (30%-54%)
Visual response to external stimuli	Periodically (30%-54%)

## Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Dust	Occasionally (10%-29%)
Excessive Cold	Occasionally (10%-29%)
Fumes, Odors	Occasionally (10%-29%)
Noise	Occasionally (10%-29%)
Solvents, Petroleum Products	Occasionally (10%-29%)
Vibration	Occasionally (10%-29%)

## Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
Driving–Vehicle/Equipment	Occasionally (10%-29%)
Exposure to insects, reptiles, wildlife	Seldom (1% to 9%)
Hearing	Periodically (30%-54%)
Indoors	Periodically (30%-54%)
Loading and Unloading equipment	Occasionally (10%-29%)
Outdoors	Periodically (30%-54%)
Power Tools/Equipment	Frequently (55%-79%)
Talking	Periodically (30%-54%)

By signing and dating, all parties acknowledge the accuracy, completeness, clearness, and conciseness of the position; that essential functions are aligned with organizational goals and objectives; that compliance with all applicable legal considerations has been met, and that the employee understands the job requirements.

Employee	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Supervisor	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Human Resources	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Physician	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>