

Service Technician Level 5

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 5 Service Technician diagnoses machine functions, determines the course of corrective action, and performs needed repairs in the most efficient and safe manner possible, with absolute minimal supervision. The Level 5 Service technician also provides assistance to coworkers and management, as appropriate.

General Description

Providing service and customer support during field visits or dispatches. Managing all on site repair, maintenance and test tasks. Diagnosing errors or technical problems and determining proper solutions.

Essential Duties

	<u>Duties</u>	<u>Frequency</u>
1	Achieve and maintain recovery income % or 95% or higher over a twelve month period	100%
2	Average less than 16 hours of shop and lot expense per month over previous 12 months	100%
3	Depending on store metrics, have earned the knowledge and confidence to post parts to work orders, order the parts from CNH and obtain parts from the parts department. This is dependent upon store and Corporate parts management approval and processes.	100%
4	Possess and exhibit excellent diagnostic skills.	100%
5	Ensure paperwork is submitted timely, promoting efficient business practices in the service department.	100%
6	Understand and work to build the relationship between parts and service; has the vision to comprehend the working relationship between parts, service and sales.	100%
7	Earned Level 1 certification, two Level 2 CNH specialty certifications, and one Level 3 CNH certification.	100%

8	Be able to complete the duties of the Service Manager when that individual is away from the office. Duties include but are not limited to customer service, opening work orders, adding segments, and scheduling work flow.	100%
9	A total of 320 hours of OEM training.	100%
10	The ability to research parts thoroughly and have a basic understanding of Torgerson's parts and sales policies and procedures.	100%
11	Display competency in all Level 1, 2, 3 and 4 Service Technician tasks.	100%
12	Consistently and accurately diagnose machine systems and plan and carry out effective and efficient repairs, without supervision.	100%
13	Accurately prepare all reports and forms required in conjunction with tasks performed.	100%
14	Ability to handle ongoing interruptions while maintaining a professional and friendly attitude.	100%
15	Develop a basic working knowledge of the processes of other company departments.	100%
16	Provide assistance and guidance to other technicians, as appropriate.	100%
17	Participate in and/or instruct service-related training.	100%
18	Manage time and responsibilities effectively and independently.	100%
19	Demonstrate effective communication and listening skills.	100%
20	Assist management, as requested.	100%
21	Display outstanding leadership abilities in promotion of aftermarket services.	100%
22	Consistently support co-workers; promote and represent the company in a professional manner.	100%
23	Maintain a positive attitude and demonstrate willingness to assist others.	100%
24	Complete duties in an exemplary manner, and follow company standards as established in the safety, drug & alcohol, & employee policies and procedures manuals.	100%
25	Maintain professional courtesy toward fellow employees and customers.	100%
26	Perform any additional duties and training as deemed necessary by management.	100%
27	Ability to travel unsupervised and complete repairs in the field, if needed.	100%
28	Maintain a clean and orderly work area consistent with professional image.	100%
29	Ability to conduct a basic meeting with coworkers and management	100%
30	Accommodate seasonal scheduling requirements, including overtime and field work.	100%
31	Perform walking, standing, climbing, heavy lifting, carrying, stooping, bending, kneeling, and reaching. Work in extreme weather conditions, outdoors and indoors, with greasy parts and	100%

tools while in awkward or uncomfortable positions, around moving objects, and with vehicles and machinery with moving parts. Frequent exposure to dampness and humidity, toxic chemicals, exhaust fumes, gasoline and diesel fuels.

- 32 Complete all duties in a manner consistent with Torgerson's mission, vision, value, and philosophies. 100%
- 33 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: Can perform duties of Service Manager when needed; supervisory experience desirable.
 Competency in all Level 1-4 Service Technician tasks. Earned certification from CNH a Level 1, earned two Level 2 certifications and is working on or has earned one Level 3 Certification.
 Functions as a mentor to other technicians. Establish and maintain excellent interpersonal and written and verbal communication skills.
 High School diploma or equivalent. Preferred applicants will have a degree in diesel technology or agriculture related experience.
 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.
 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	Frequently (55%-79%)	
Climbing—Stairs, Ladders, Slope	Seldom (1% to 9%)	
Crawling	Periodically (30%-54%)	
Grasping/Handling	Frequently (55%-79%)	
Kneeling	Occasionally (10%-29%)	
Neck Flexion/Extension	Frequently (55%-79%)	
Reaching Forward	Frequently (55%-79%)	
Reaching Overhead	Occasionally (10%-29%)	
Sitting	Occasionally (10%-29%)	
Standing	Occasionally (10%-29%)	
Twisting	Occasionally (10%-29%)	
Walking	Seldom (1% to 9%)	

Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Periodically (30%-54%)
1.1 - 10 lbs.			Frequently (55%-79%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Periodically (30%-54%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Periodically (30%-54%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Frequently (55%-79%)
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Periodically (30%-54%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Seldom (1% to 9%)
76 - 100 lbs.			Seldom (1% to 9%)
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>