

Torgerson's, LLC

JOB RESPONSIBILITIES & EXPECTATIONS

POSITION TITLE: Service Technician - Level 1

PAY RANGE: \$11.00/HR - \$18.00/HR

POSITION OVERVIEW: The Level I Service Technician will develop a basic knowledge of mechanical and control systems, while assisting other service personnel in testing and assembling components and machines. The technician may also perform pre-delivery service on new machines and assist with maintenance and repair of agricultural equipment and routine service issues on fleet of vehicles.

DESIRED SKILLS, EDUCATION, and EXPERIENCE: High School diploma or equivalent. Must show evidence of mechanical aptitude. Must have appropriate set of tools and acquire tools as needed for performing tasks, as determined by the Service Manager. Excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively. Preferred applicants will have vocational training in diesel technology, agriculture or related field. Must have valid MT Driver's License, or have the ability to obtain within 6 months.

Performance Metrics:

- Complete the CNH Competency Test and begin the training program that will be completed based on test results.
- Attend and successfully complete training, as directed by management. Achieve CNH service training certification by attending and passing the Electrical, Hydraulic, Engine, and Customer Service and other classes that might arise as part of basic certification.
- 80 hours of OEM training completed with a passing score in a 12 month period; after six (6) months probation.
- Develop skills in assembly of new equipment.
- Develop skills in disassembly and assembly of system components.
- Develop skills in basic testing on all machine systems.
- The service technician's level will be evaluated upon technician's request, upon manager's request, or at a minimum of once a year.

Job Duties:

- Perform basic service tasks and all other duties assigned by the Service Manager.
- Work with a variety of tools on a daily basis including wrenches, screwdrivers, pliers, hoists, grinders; lathes, welding equipment, pneumatic and power tools on occasion.
- Identify worn or damaged parts; maintain vehicle records notating service and repairs; enter data into computer.
- Effectively handle ongoing interruptions while completing assignments within reasonable timeframe.
- Must have problem-solving abilities, mechanical aptitude and be detail oriented.
- Determine vehicle condition by conducting inspections and diagnostic tests; identify worn and damaged parts.
- Continually update job knowledge by participating in educational opportunities and reading technical and regulation publications.
- Service equipment and perform minor repairs, with supervision.
- Accurately write clear and concise descriptions of work completed on a daily basis. Complete work order process in a timely manner and make sure time entries are correct.

- Assist in cleaning equipment.
- Accept direction and instruction from qualified sources, as identified by the Service Manager.
- Maintain a clean and orderly work area consistent with professional image.
- Follow all company standards based on the employee, drug & alcohol and safety handbooks.
- Requires occasional overtime and field work.
- Perform moderate walking, standing, climbing, heavy lifting, carrying, stooping, bending, kneeling, and reaching. Work outside and inside, with greasy parts and tools while sometimes 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.

Employee Signature

Date

Department Manager

Date

General Manager

Date

Human Resources

Date