

Torgerson's LLC

JOB RESPONSIBILITIES & EXPECTATIONS

POSITION TITLE: Service Technician – Level II

PAY RANGE: \$17.00/hr - \$24.00/hr

POSITION OVERVIEW: The Level II Service Technician assembles and disassembles components, conducts basic testing, and performs repair and rebuilding of equipment with minimal supervision.

DESIRED SKILLS, EDUCATION, and EXPERIENCE: High School diploma or equivalent. Preferred applicants will have a degree in diesel technology or agriculture related experience. Competency in all Level I Service Technician tasks. Must have completed the competency test from CNH and have training plan established. Must have appropriate set of tools and acquire additional tools as needed for performing tasks, as determined by the Service Manager. Establish and maintain excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively. Must have a valid MT Driver's License, or have the ability to obtain within 6 months.

Performance Metrics:

- Attain "Level I" training status from CNH. If new hire has not completed the Competency Test from CNH, it will be done within 6 months of hire date.
- Achieve and maintain a Billing Efficiency Rate of 90% or higher for a 12 month period.
- Achieve and maintain a Recovery Rate of 85% or higher for a 12 month period.
- A total of 160 hours of OEM training (includes carry over hours from Level I).
- Research and identify the proper parts needed to complete the job.
- Display competency in all Level I Service Technician tasks.
- Display good knowledge of basic mechanical systems and develop skills in disassembly and assembly and in repair of components, with minimal supervision.
- Must be level I certified in at least 1 category of Case equipment as set forth in current CNH Service Evaluation standards.

Job Duties:

- Perform basic testing on all machine systems and display the ability to diagnose and repair accurately, with minimal supervision.
- Participate in training programs, schooling, and in-house training as directed by the Service Manager.
- Report to the Service Manager any additional work required on machines to ensure proper and safe operation.
- Pre-deliver new equipment in a safe and efficient manner.
- Acquire necessary tools for enhancing work performance and submit a complete inventory of personal tools to the company.
- Access and effectively use common resources such as technical manuals, the online parts systems of CNH, Asist, PFW and the CNH dealer portal.
- Maintain and properly care for shop tools, equipment, and vehicles.
- Maintain a clean and orderly work area consistent with professional image.
- Accommodate seasonal schedule requirements, including overtime and field work.

- Enhance customer service through good verbal and written communications with staff and customers. Write consistent and complete work order descriptions for customer and warranty jobs that clearly describe the work completed.
- Complete all paperwork accurately and timely.
- Communicate with customers on work that needs completed on their units or make follow-up calls on completed jobs.
- Complete duties in a manner consistent with established safety policies and procedures, and alert other employees of possible unsafe situations and practices.
- Complete all duties in a manner consistent with Torgerson LLC's mission, vision, value, and philosophy.
- Demonstrate professional courtesy and helpfulness toward fellow employees and customers.
- Perform any additional duties and training as deemed necessary by management.
- Effectively, accurately, and efficiently use basic functions in PFW, such as time clock and customer portal.
- Ability to effectively and efficiently use e-mail on a consistent and timely basis.
- Follow all company standards based on the employee, drug & alcohol and safety handbooks.
- Effectively handle ongoing interruptions while completing assignments within reasonable timeframe.
- Perform walking, standing, climbing, heavy lifting, carrying, stooping, bending, kneeling, and reaching. Work in extreme weather conditions, outdoors and indoors, with greasy parts and 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.
- Additional duties and tasks as assigned by Management.

Level Evaluation:

- The service technician's level will be evaluated upon technician's request, upon manager's request, or at a minimum of once a year.

Employee Signature

Date

Department Manager

Date

General Manager

Date

Human Resources

Date