



## **Torgerson's LLC**

### **JOB RESPONSIBILITIES & EXPECTATIONS**

**POSITION TITLE: Service Technician – Level IV**

**PAY RANGE: \$23.00/hr - \$29.00/hr**

**POSITION OVERVIEW:** The Level 4 Service Technician performs most diagnostics and repairs with minimal supervision and accurately determines the steps needed for effective and efficient repairs.

**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 1-3 Service Technician tasks. Current CNH Level 1 and at least one Level 2 specialty certification. Must have an expanded 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 valid MT Driver's License, or have the ability to obtain within 6 months.

**Performance Metrics:**

- Achieve and maintain a Billing Efficiency Rate of 95% or higher for a 12 month period.
- Achieve and maintain a Recovery Rate of 85% or higher for a 12 month period.
- Earned Level 1 certification and two Level 2 CNH specialty certifications.
- Be able to complete the duties of the Service Manager when that individual is away from the office. Duties include but is not limited to customer service, opening work orders, adding segments, and scheduling work flow.
- Possess and exhibit excellent diagnostic skills that exhibit the spirit of “get the customer going.”
- The ability to resolve and overcome obstacles when they arise.
- A total of 280 hours of OEM training (including carry over hours from Levels 1, 2 and 3).
- Possess basic understanding of Torgerson's parts policies and procedures.

**Job Duties:**

- Display competency in all TLLC Level 1, 2, and 3 Service Technician tasks.
- Complete effective and efficient diagnostics and repair of machinery, demonstrating proper use of testing and diagnostic equipment and special tools, with little or no supervision.
- Demonstrate a good working knowledge of EST, Asist, PFW, Dealer Portal, and other reference materials.
- Perform all assigned repairs, without supervision.
- Mentor other technicians and share knowledge.
- Paperwork is timely, promoting efficient business practices in the service department.
- Develop accurate service quotes with little or no guidance.
- Display outstanding leadership abilities in promotion of aftermarket services.
- Assist management and/or designated groups in enhancing dealership performance.
- Communicate equipment service requirements and maintenance recommendations to customers, in a manner that is both effective and reinforces the value of the dealership.
- Complete all duties in a manner consistent with Torgerson LLC's mission, vision, value, and philosophy.
- Maintain professional courtesy toward fellow employees and customers.
- Perform any additional duties and training as deemed necessary by management.
- Ability to travel unsupervised and complete repairs in the field, if needed.

- Ability to handle ongoing interruptions while maintaining a professional and friendly attitude.
- Maintain a clean and orderly work area consistent with professional image.
- Possess an understanding of all basic PFW functions as they relate to operations.
- 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.
- Follow all company standards based on the employee, drug & alcohol and safety handbooks.
- 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.

**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.

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**Employee Signature**

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**Date**

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**Department Manager**

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**Date**

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**General Manager**

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**Date**

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**Human Resources**

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**Date**