



Torgerson's LLC

JOB RESPONSIBILITIES & EXPECTATIONS

POSITION TITLE: Service Technician – Level V

PAY RANGE: \$24.00/hr - \$36.00/hr

POSITION OVERVIEW: 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.

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 1-4 Service Technician tasks. Earned certification from CNH at 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. Can perform duties of Service Manager when needed; supervisory experience desirable. Must have an expanded set of tools and acquire additional tools as needed for performing tasks, as determined by the Service Manager. 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 98% or higher for a 12 month period.
- Achieve and maintain a Recovery Rate of 85% or higher for a 12 month period.
- 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.
- Possess and exhibit excellent diagnostic skills.
- Ensure paperwork is submitted timely, promoting efficient business practices in the service department.
- Understand and work to build the relationship between parts and service; has the vision to comprehend the working relationship between parts, service and sales.
- Earned Level 1 certification, two Level 2 CNH specialty certifications, and one Level 3 CNH certification.
- 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.
- A total of 320 hours of OEM training.
- The ability to research parts thoroughly and have a basic understanding of Torgerson's parts and sales policies and procedures.

Job Duties:

- Display competency in all Level 1, 2, 3 and 4 Service Technician tasks.
- Consistently and accurately diagnose machine systems and plan and carry out effective and efficient repairs, without supervision.
- Accurately prepare all reports and forms required in conjunction with tasks performed.
- Ability to handle ongoing interruptions while maintaining a professional and friendly attitude.
- Develop a basic working knowledge of the processes of other company departments.

- Provide assistance and guidance to other technicians, as appropriate.
- Participate in and/or instruct service-related training.
- Manage time and responsibilities effectively and independently.
- Demonstrate effective communication and listening skills.
- Assist management, as requested.
- Display outstanding leadership abilities in promotion of aftermarket services.
- Consistently support co-workers; promote and represent the company in a professional manner.
- Maintain a positive attitude and demonstrate willingness to assist others.
- Complete duties in an exemplary manner, and follow company standards as established in the safety, drug & alcohol, & employee policies and procedures manuals.
- 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.
- Maintain a clean and orderly work area consistent with professional image.
- Ability to conduct a basic meeting with coworkers and management.
- Accommodate seasonal scheduling requirements, including overtime and field work.
- 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.

Employee Signature

Date

Department Manager

Date

General Manager

Date

Human Resources

Date