

**Service Technician Level 4**

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 4 Service Technician performs most diagnostics and repairs with minimal supervision and accurately determines the steps needed for effective and efficient repairs.

**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 for twelve month period.	100%
2	Average less than 16 hours of shop and lot expense over previous 12 months	100%
3	Earned Level 1 certification and two Level 2 CNH specialty certifications.	100%
4	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.	100%
5	Possess and exhibit excellent diagnostic skills that exhibit the spirit of "get the customer going."	100%
6	The ability to resolve and overcome obstacles when they arise.	100%
7	A total of 280 hours of OEM training (including carry over hours from Levels 1, 2 and 3).	100%
8	Possess basic understanding of Torgerson's parts policies and procedures.	100%
9	Complete effective and efficient diagnostics and repair of	100%

	machinery, demonstrating proper use of testing and diagnostic equipment and special tools, with little or no supervision.	
10	Perform all assigned repairs, without supervision.	100%
11	Mentor other technicians and share knowledge. · Paperwork is timely, promoting efficient business practices in the service department.	100%
12	Develop accurate service quotes with little or no guidance.	100%
13	Display outstanding leadership abilities in promotion of aftermarket services.	100%
14	Assist management and/or designated groups in enhancing dealership performance.	100%
15	Communicate equipment service requirements and maintenance recommendations to customers, in a manner that is both effective and reinforces the value of the dealership.	100%
16	Maintain professional courtesy toward fellow employees and customers.	100%
17	Perform any additional duties and training as deemed necessary by management.	100%
18	Ability to travel unsupervised and complete repairs in the field, if needed.	100%
19	Ability to handle ongoing interruptions while maintaining a professional and friendly attitude	100%
20	Maintain a clean and orderly work area consistent with professional image.	100%
21	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.	100%
22	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
23	Display competency in all Torgerson's Level 1, 2, and 3 Service Technician tasks.	100%
24	Complete all duties in a manner consistent with Torgerson's mission, vision, value, and philosophies.	100%
25	Possess an understanding of all basic CDK functions as they relate to operations.	100%
26	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%
27	Demonstrate a good working knowledge of EST, Asist, CDK, Dealer Portal, and other reference materials.	100%

### Minimum Experience And Qualifications

Education: None Required

Experience: Competency in all Level 1-3 Service Technician tasks.  
 Current CNH Level 1 and at least one Level 2 specialty certification.  
 Current driver's license or the ability to obtain one within 6 months

Establish and maintain excellent interpersonal and communication skills, knowledge of computer programs and the ability to use such programs effectively.

High School diploma or equivalent. Preferred applicants will have a degree in diesel technology or agriculture related experience.

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	Periodically (30%-54%)	
Climbing—Stairs, Ladders, Slope	Seldom (1% to 9%)	
Crawling	Occasionally (10%-29%)	
Grasping/Handling	Frequently (55%-79%)	
Kneeling	Periodically (30%-54%)	
Neck Flexion/Extension	Frequently (55%-79%)	
Reaching Forward	Frequently (55%-79%)	
Reaching Overhead	Periodically (30%-54%)	
Sitting	Occasionally (10%-29%)	
Standing	Seldom (1% to 9%)	
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.			Occasionally (10%-29%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Seldom (1% to 9%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Periodically (30%-54%)

26 - 50 lbs.  
 51 - 75 lbs.  
 76 - 100 lbs.  
 Over 100 lbs.

Occasionally (10%-29%)  
 Occasionally (10%-29%)  
 Occasionally (10%-29%)  
 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%)
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>