

**Service Technician Level 2**

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

**General Description**

None Given.

**Essential Duties**

	<u>Duties</u>	<u>Frequency</u>
1	Achieve and maintain a recovery income % of 90% or higher for a twelve month period.	100%
2	Average less than 16 hours of shop and lot expense per month over a 12 month period.	100%
3	A total of 160 hours of OEM training (includes carry over hours from Level I).	100%
4	Research and identify the proper parts needed to complete the job.	100%
5	Display competency in all Level I Service Technician tasks.	100%
6	Display good knowledge of basic mechanical systems and develop skills in disassembly and assembly and in repair of components, with minimal supervision.	100%
7	Must be level I certified in at least 1 category of Case equipment as set forth in current CNH Service Evaluation standards.	100%
8	Perform basic testing on all machine systems and display the ability to diagnose and repair accurately, with minimal supervision.	100%
9	Participate in training programs, schooling, and in-house training as directed by the Service Manager.	100%

10	Report to the Service Manager any additional work required on machines to ensure proper and safe operation.	100%
11	Pre-deliver new equipment in a safe and efficient manner.	100%
12	Acquire necessary tools for enhancing work performance and submit a complete inventory of personal tools to the company.	100%
13	Access and effectively use common resources such as technical manuals, the online parts systems of CNH, Asist, PFW and the CNH dealer portal.	100%
14	Maintain and properly care for shop tools, equipment, and vehicles.	100%
15	Maintain a clean and orderly work area consistent with professional image.	100%
16	Accommodate seasonal schedule requirements, including overtime and field work.	100%
17	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.	100%
18	Complete all paperwork accurately and timely.	100%
19	Communicate with customers on work that needs completed on their units or make follow-up calls on completed jobs.	100%
20	Complete duties in a manner consistent with established safety policies and procedures, and alert other employees of possible unsafe situations and practices.	100%
21	Demonstrate professional courtesy and helpfulness toward fellow employees and customers.	100%
22	Perform any additional duties and training as deemed necessary by management.	100%
23	Ability to effectively and efficiently use e-mail on a consistent and timely basis.	100%
24	Follow all company standards based on the employee, drug & alcohol and safety handbooks.	100%
25	Effectively handle ongoing interruptions while completing assignments within reasonable timeframe.	100%
26	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.	100%
27	Additional duties and tasks as assigned by Management.	100%
28	Complete all duties in a manner consistent with Torgerson's mission, vision, value, and philosophies.	100%
29	Effectively, accurately, and efficiently use basic functions in CDK, such as time clock, and customer portal.	100%

## Minimum Experience And Qualifications

Education: None Required

Experience: 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.  
 Competency in all Level I Service Technician tasks.  
 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.  
 Maintain a current driver's license with clean driving record, be insurable through Company and report any circumstances that may affect the driving record.  
 Must have appropriate set of tools and acquire additional tools as needed for performing tasks, as determined by the Service Manager.  
 Must have completed the competency test from CNH and have training plan established.  
 Preferred applicants will have a degree in diesel technology or agriculture related experience.

## 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	Periodically (30%-54%)	
Grasping/Handling	Occasionally (10%-29%)	
Kneeling	Occasionally (10%-29%)	
Neck Flexion/Extension	Periodically (30%-54%)	
Reaching Forward	Occasionally (10%-29%)	
Reaching Overhead	Occasionally (10%-29%)	
Sitting	Occasionally (10%-29%)	
Standing	Occasionally (10%-29%)	
Twisting	Periodically (30%-54%)	
Walking	Occasionally (10%-29%)	

## Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Seldom (1% to 9%)

Pushing/Pulling	Distance	Activity	Frequency
1.1 - 10 lbs.			Seldom (1% to 9%)
11 - 25 lbs.			Seldom (1% to 9%)
26 - 50 lbs.			Periodically (30%-54%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Occasionally (10%-29%)
Over 100 lbs.			Seldom (1% to 9%)
0 - 1 lb.			Seldom (1% to 9%)
1.1 - 10 lbs.			Occasionally (10%-29%)
11 - 25 lbs.			Occasionally (10%-29%)
26 - 50 lbs.			Periodically (30%-54%)
51 - 75 lbs.			Occasionally (10%-29%)
76 - 100 lbs.			Occasionally (10%-29%)
Over 100 lbs.			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%)
Fumes, Odors	Periodically (30%-54%)
Noise	Periodically (30%-54%)
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>