

Technology Technician Precision Farming

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

POSITION OVERVIEW: Acts as principal contact/consultant for retail customer and employee peer support by providing product and service information, training, analysis, and knowledge distribution activities relating to precision equipment. Able to work with other departments in selling GPS (global positioning systems) and supporting equipment sold. Precision Technology is centered around utilization of GPS technology to drive/guide vehicles and implements, record various conditions and/or make application of agronomic or laser inputs relative to a particular spot on the earth's surface. Will assist with setting-up product displays and maintenance of booths during shows and fairs.

General Description

DESIRED SKILLS, EDUCATION, EXPERIENCE: Requires excellent communication and customer service skills, projecting a professional image. Must be assertive enough to suggest and recommend additional sales, with the ability to understand and explain technical information. Must have integrity and ability to follow processes for sale and support of GPS and or laser guidance technology.. Must have an Associates Degree or equivalent work experience. At least 1 - 2 years experience in agriculture field, construction field or diesel technology. Certified Crop Advisor a plus.

Essential Duties

	<u>Duties</u>	<u>Frequency</u>
1	Meet with Torgerson's customers to obtain information regarding the type of equipment owned, update serial numbers and other specifics that would improve parts sales and internal service department controls.	100%
2	Cold call or meet with non-Torgerson's customers in order to create a base for potential service, parts or sales possibilities. Ensure that prospective customers understand the Torgerson's philosophy of customer service and satisfaction, create a line of communication with the individual that will foster a new	100%

	relationship.	
3	Use customer (or future customers) input from equipment profiling as a basis to offer service to customers based on needs. Act as a liaison between customers in the field and store for more efficient turnaround times during busy seasons.	100%
4	Use CRM Software to create customers files with all pertinent information. Attempt to get more personal information (b-days, anniversaries, etc) so as to foster a lasting relationship.	100%
5	Be knowledgeable of parts and/or accessories so as to discuss with the customer what may be available to increase efficiencies.	100%
6	Keep key customers on a regular schedule for calls and/or visitation, especially during the high volume months.	100%
7	Test, calibrate, adjust and troubleshoot Laser Guidance/GPS equipment.	100%
8	Diagnose and repair issues on Laser Guidance technology and GPS instruments. Effectively manage work orders and repairs to ensure customer satisfaction is achieved profitably	100%
9	Write accurate, professional service reports detailing the work performed	100%
10	Maintain a clean work area, as well as care for all tools, machines and equipment Maintain technical and product knowledge on Laser Guidance/GPS equipment and machinery sold by the dealership	100%
11	Assist with the management of the dealership's inventory of laser guidance and GPS equipment assets and repair parts	100%
12	Order service parts and inventory for dealer stock related to laser guidance technology and GPS	100%
13	Assist with receipt of inventory into the dealership's business system	100%
14	Handle customer orders and paperwork as necessary	100%
15	Complete required training either in-house or from the manufacturer	100%
16	Available to work hours according to customer needs which may include travel to customer locations and throughout Torgerson's complex.	100%
17	Working knowledge of computer systems including Google email, drive (sheets and documents), calendar and Microsoft office suite	100%
18	Use thorough listening skills to understand customer concerns and/or complaints. Ask questions to obtain all facts in order to better serve the customer.	100%
19	Assist in community events, trade shows, and other occasions as required.	100%
20	Install and update software on products related to Laser Guidance technology and GPS instruments.	100%
21	Create a "call schedule" to keep in contact with customers. Assign dates and times to each customer to ensure visitation and calls are performed on a regular basis; something for which the customer can anticipate in the normal course of business.	100%

22	Propose and implement ideas and solutions to foster a lasting relationship between the customer and Torgerson's. In the profiling process find out what the customer needs to ensure that the relationship is life-long.	100%
23	Work with Shop Foreman and Sales to contact customers in regard to campaigns/recalls, explain the issue, offer possible resolutions, and coordinate with the service department any necessary maintenance.	100%
24	Keep the customer base informed of any internal specials, promotion codes, incentives, etc. that may create an avenue for customer purchases.	100%
25	Follow all established Torgerson's processes and represent the company when interacting with customers and within the community.	100%
26	Positively promote Torgerson's and all aspects of the dealership to customers or prospective customers inside or outside of the dealership.	100%
27	Use training techniques to continually achieve new sales; cultivate repeat business.	100%
28	Attend training seminars, classes and conferences that further develop the individual in regard to his/her area of specialty.	100%
29	Promote cleanliness/orderliness in the dealership.	100%
30	Work overtime as necessary and be available to take after hour calls when scheduled for rotation during the busy season.	100%
31	Ability to pay attention to detail and have strong organizational skills.	100%
32	Follow all company standards based on the employee, drug and alcohol and safety handbooks.	100%
33	Maintain a current driver's license with clean driving record, be insurable through Company and report any circumstances where driving record could be affected.	100%
34	Create a safety-minded atmosphere, free of drug and alcohol abuse within the corporate structure.	100%
35	Lift and carry up to 75 pounds; use hand and eye coordination, speech and sound; constant standing, walking, carrying, stooping, bending, kneeling and reaching; moderate climbing.	100%
36	Knowledge of heavy equipment, machine components and the Ag/Construction industry. Gain a thorough understanding of each piece of equipment and any part of accessory that may be purchased for that equipment that is required to ensure customer satisfaction.	100%
37	Hand and eye coordination; use of speech and sound; moderate walking, driving, climbing, standing, sitting, bending, kneeling, stooping, reaching; heavy lifting on occasion; working inside and outside in various weather conditions, vehicles and machinery with moving parts. Must be able to lift up to 50 pounds.	100%
38	Vision abilities require close vision, distance vision, peripheral vision, depth perception, the ability to adjust focus and the ability to distinguish printed color.	100%
39	Promote and embrace company Core Values, upholding	100%

	integrity in business transactions and management of all equipment and hardware.	
40	Willingness to follow processes and procedures set forth by Torgerson's.	100%
41	OTHER DUTIES AS ASSIGNED BY MANAGEMENT	100%

Minimum Experience And Qualifications

Education:	Associates from an accredited college or university. Current driver's license or the ability to obtain one within 6 months 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.
Experience:	2 year(s) preferred in Precision Farming. 2 year(s) preferred in Laser Guidance Technology. 2 year(s) preferred in Agriculture. 2 year(s) preferred in Construction. 2 year(s) preferred in Diesel Technician. 1 year(s) preferred in Certified Crop Advisor.

Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Periodically (30%-54%)	
Climbing—Stairs, Ladders, Slope	Periodically (30%-54%)	
Crawling	Periodically (30%-54%)	
Grasping/Handling	Frequently (55%-79%)	
Kneeling	Frequently (55%-79%)	
Neck Flexion/Extension	Frequently (55%-79%)	
Reaching Forward	Constantly (80%-100%)	
Reaching Overhead	Frequently (55%-79%)	
Sitting	Constantly (80%-100%)	
Standing	Constantly (80%-100%)	
Twisting	Frequently (55%-79%)	
Walking	Frequently (55%-79%)	

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.			Periodically (30%-54%)
11 - 25 lbs.			Periodically (30%-54%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Seldom (1% to 9%)
76 - 100 lbs.			Seldom (1% to 9%)
Over 100 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Periodically (30%-54%)
1.1 - 10 lbs.			Constantly (80%-100%)
11 - 25 lbs.			Periodically (30%-54%)
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%)

Mental And/Or Visual Demands

Mental and/or visual demands typically sustained while on the job.

Demand	Frequency
Color Vision	Constantly (80%-100%)
Depth Perception	Constantly (80%-100%)
Hand and Eye coordination	Constantly (80%-100%)
Near Visual Acuity	Constantly (80%-100%)
Visual acuity, able to aim, track, and focus	Constantly (80%-100%)
Visual response to external stimuli	Constantly (80%-100%)

Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Biological Agents	Seldom (1% to 9%)

Chemical Agents	Occasionally (10%-29%)
Dust	Constantly (80%-100%)
Excessive Cold	Periodically (30%-54%)
Excessive Heat	Frequently (55%-79%)
Fumes, Odors	Periodically (30%-54%)
Noise	Constantly (80%-100%)
Solvents, Petroleum Products	Periodically (30%-54%)
Vibration	Frequently (55%-79%)

Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
ATV usage	Seldom (1% to 9%)
Driving–Vehicle/Equipment	Constantly (80%-100%)
Exposure to insects, reptiles, wildlife	Constantly (80%-100%)
Hearing	Constantly (80%-100%)
Indoors	Frequently (55%-79%)
Loading and Unloading equipment	Periodically (30%-54%)
Outdoors	Frequently (55%-79%)
Power Tools/Equipment	Periodically (30%-54%)
Talking	Constantly (80%-100%)

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>