

RDO Equipment Company- Bozeman, MT

Integrated Controls Product Specialist - Technology

This position will be responsible for driving integration further into our construction stores. This individual will provide hands on training for other IC Product Specialists, as well as the CE Technicians across the region. This individual will work very closely with the Solution Center to provide high level troubleshooting techniques as well as be able to provide the Solution Center with in-field issues and solutions to help better support our customers.

Specific Duties Include:

- This individual will have the ability to troubleshoot, train and demonstrate their proficiency on select RDO Integrated Controls product groupings.
- Identify new business opportunities for service and repair of GPS, Laser and Machine Control products.
- Perform onsite service, installations and product support across the area of responsibility.
- Diagnose, inspect, recondition, repair, assemble, and service equipment as assigned by the Aftermarket Manager.
- Document machine information and repairs completed on work order, including parts and fluids used.
- Maintain a clean work area, as well as care for all shop tools, machines, and equipment.
- Identify and communicate solutions for customer service opportunities in the dealership's area of responsibility
- Maintain technical and product knowledge on all equipment sold within the dealerships area of responsibility.
- Provide training, mentoring and coaching to RDO Equipment Co. technicians in other stores within RDOIC's Northern region.
- Monitor customer satisfaction.
- Profile customer's machines, vehicles, and demographic information.
- Market parts and service sales, such as machine inspections, overhauls, standard job quotes, and special parts promotions.
- Address customer concerns and furnish timely remedies to effectively and satisfactorily resolve the specific issue(s).
- Perform follow-up calls at customer locations on Wholegoods and major parts and service sales.
- Provide technology updates and solutions.
- Develop new sales leads.
- Assist in training and coordination for basic in-field start-ups, including specific solutions for technology products.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Integrated Controls.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.

- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- CE/CET degree and/or experience in an industry-related role with involvement in activities such as sales, service, training or other related work and/or
- Experience in GPS or machine control technology.
- Travel expectations: 35-50%, seasonally based.
- Strong training skills
- Strong computer skills
- Strong communication skills
- Excellent customer service skills
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship

Interested applicants please apply online by visiting:

- www.rdoequipment.com/careers