NORTH STAR AG

# Position: Service Technician: Thief River Falls Location

## Job Description:

A successful Service Technician is mechanically inclined, extremely reliable, and trustworthy. They should be comfortable working independently and have excellent communication skills. The goal is to drive service success that improves customer satisfaction, maximizes customer retention, and increases profitability.

**Report:** Directly to Service Manager

### Responsibilities:

- Perform repairs on customer's equipment and/or retail equipment, as needed.
- Assembly of machines and equipment.
- Prepare machinery for sale, including options, providing repair/warranty work as necessary.
- Delivery/hauling of machinery to customers.
- Unloading trucks upon delivery to North Star Ag.
- Provide backup support for parts orders/shipping requirements.
- Produce timely and detailed service/warranty reports.
- Build positive relationships with customers by providing service and customer support during any field visits.
- Diagnosing errors or technical problems and determining proper solutions.
- Operate vehicles in a safe manner.
- Follow all company's procedures and protocols.
- Cooperate with the technical team and share information throughout the organization.
- Comprehend customer requirements and make appropriate recommendations/briefings.

### Daily Job Duties:

- Begin each workday with a positive attitude by encouraging each technician to meet their daily and weekly goals. Work to develop a sense of "team" in the service department and across other departments.
- Repair or overhaul small engines and related mechanical or structural parts for a variety of equipment types.
- Perform repairs within the time parameters as established by flat rate time or billed time with proper diagnosis.
- Maintain an orderly and clean work area. Also assist in keeping the entire shop orderly and clean.
- Collect and dispose of trash.
- Establish and maintain a positive working relationship with employees, vendors, and customers.
- Respond promptly to customer needs and manage difficult customer situations.
- Completely fill out and turn in all work orders.
- **Weekly Job Duties:**
- Study and review all relevant product repair updates.
- Inspect, clean, and maintain all equipment used.
- Report any faulty equipment or hazards to the shop supervisor.
- Meet with the supervisor to discuss the weekly repair trends, comebacks, and service problems.

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**Requirements:**

- Must continually be able to lift and handle heavy loads up to 70 lbs.
- Must have good eyesight (correctable to 20/20) and normal hearing for diagnostics and troubleshooting equipment.
- High School diploma required. Prefer at least a 2-year college education. Agriculture experience is beneficial.
- Mechanical/Problem Solving Skills.
- Self-starter. Work independently.
- Ability to read technical diagrams and instructions.
- Experience with basic hand and power tools.
- Physically able to meet requirements of the job which may include, working in confined spaces, lifting heavy equipment, and bending down frequently.

**Hours**: Monday-Friday 8am-5pm or as needed, in winter and summer. Monday-Friday 8am-6pm and Saturdays 8am-3pm or as needed in spring and fall. Overtime at 40 hours per week.

Benefits Package:

Health, Dental and Vision Insurance Benefits

401K Matching program

Vacation Pay

Paid Holidays

Tool Allowance

Provided Clothing

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