



DESCRIPTION

Work with all departments to develop the knowledge and the culture to address incoming customer and dealer personnel calls with the intent of quickly addressing questions and precision ag equipment problems to minimize machine, technology or digital solution downtime.

RESPONSIBILITIES

- + Lead and execute on internal training efforts to mainstream technology into the parts, service, and sales departments of **GREEN IRON EQUIPMENT**.
- + Develop strong relationships with appropriate individuals in sales and service departments for ticket escalation as needed.
- + Assist all stores in customer training event such as clinics, workshops, and one-on-one training.
- + Monitor incoming calls to the Support Center and quickly and accurately resolve common data, digital and embedded solution questions and errors.
- + Leverage Operations Center and connected apps to review and edit customer data.
- + Perform remote diagnostics using Remote Display Access (RDA).
- + Abide by company data privacy policies.
- + Quickly and accurately document and communicate summaries of actionable recommendations.
- + Analyze call and ticket data to provide training recommendations on frequently asked questions.
- + Maintain a positive and professional working relationship with peers, management, and support resources with commitment to teamwork and exemplary customer service.
- + May work flexible hours, including evenings and some weekends.
- + Other duties as assigned by management.

QUALIFICATIONS

- + 2+ years' experience in an agriculture-related role
- + Dealership Service or Integrated Solutions or other related work experience preferred
- + Experience using standard desktop load applications such as Microsoft Office and internet applications
- + Experience analyzing and interpreting data and reports
- + Ability to operate with a solutions approach and identify existing/emerging customer needs
- + Ability to manage a fast-paced environment
- + High school diploma, GED, or equivalent experience required; Associate degree preferred

COMPETITIVE WAGES & BENEFITS

Health | Dental | Vision | Life Insurance | Disability | 401k | PTO | Paid holidays | +More

ASHLEY, ND
9589 49TH AVE SE
(701) 288-3471

ELLEDALE, ND
209 11TH ST N
(701) 349-5336

LAMOURE, ND
200 6TH ST SW
(701) 883-5271

MILNOR, ND
520 MAIN ST
(701) 427-5224

NAPOLEON, ND
904 N BROADWAY
(701) 754-2256

BRITTON, SD
42168 SD HWY 10
(605) 448-5918