

# Agricultural Equipment Service Manager

Compensation	\$50,000 to \$60,000 Annually
Benefits Offered	Life, Vision, Dental, Medical
Employment Type	Full-Time

## PURPOSE

The Service Manager will provide assistance to our Dealers and their Service Departments to resolve service and quality problems with LS Tractor USA products. This position provides technical information and training to Dealer Service Department employees on new and existing products. The Service Manager will participate in delivering Service School presentations either in person or via recorded presentations.

## RESPONSIBILITIES AND DUTIES

- Regularly visit Dealers locations to provide help in resolving service and quality problems.
- Provide product information and training to Dealer Service Department personnel.
- Represent LS Tractor USA during regular visits to Dealers in their assigned Service area.
- Participate in Service School presentations either in person or via video recording.
- Plan and submit weekly Dealer visit schedule for approval by Service Director.
- Receive Dealer calls about service problems, diagnose possible problems and recommend diagnostic processes or repair procedure to resolve the problem.
- Communicate weekly through written reports, email, text and telephone.

## MINIMUM REQUIREMENTS

### Education

- High School Diploma or equivalent.
- Additional experience will be accepted in lieu of education.

### Technical and Experience

- Strong mechanical aptitude.
- Previous experience as a heavy equipment service technician is preferred, but not required.
- Requires strong verbal and written communication skills.
- The ability to read, comprehend and apply technical service material.
- Strong presentation skills.
- The ability to travel 3 to 4 days each week.
- The ability to understand and operate electronic diagnostic equipment.
- Basic computer skills and the ability to use Microsoft Office software

### **About LS Tractor USA LLC**

While the LS Tractor name may be new to you, we have been building tractors for over 35 years. Our company began as part of the well-respected LG Group, a brand with a worldwide reputation for quality and customer satisfaction.

LS Tractor USA, and its tractor manufacturing parent LS Mtron, are member companies of the LS Group, among the largest corporations in South Korea with annual sales of \$30 billion. The LS Group has more than 100 subsidiaries and offices operating in over 25 countries around the world.

LS Mtron has won numerous design awards and has earned a reputation for building top quality, high value tractors. As a result, exports have been growing over 30% per year, making it one of the fastest growing tractor companies in the world. With nearly 50,000 tractors sold in North America, we continue to build the business on a strong foundation of high quality and customer service. LS Tractor USA recently won the Equipment Dealers Association's Dealers Choice Award for the third consecutive year.

LS Tractor USA, LLC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, sexual orientation, status as a protected veteran or status as a qualified individual with a disability.