



**Job Title: Director, Parts, Service, & Warranty Operations**

**Department: Parts, Service & Warranty Departments**

**Location: Battleboro or Rocky Mount**

**Pay Type: Salaried Position**

**Hiring Range: DOQ**

**Day Hour Shift, Monday – Friday**

### **Position Summary**

Provides management oversight for operations of the Parts, Service, and Warranty departments. Responsible for ensuring these departments work in an integrated and collaborative manner to meet business objectives. Establishes performance standards and targets for each department, including workflow and work processes. Recognizes the interdependent nature of all three departments and integrates that element into standards, targets, and workflows and processes. Ensures execution of work processes, workflows, and resource utilization to meet business targets and objectives. Monitors performance against standards and targets. Identifies performance gaps and takes action to close them.

### **Position Duties and Responsibilities**

#### **Parts Operations:**

- Provides management oversight related to parts operations, including parts receiving and shipping departments, parts warehouse inventory management, and parts orders to suppliers. Ensures the parts facility, receiving and shipping areas are clean, orderly and in safe condition. Ensures work performed in all areas adheres to standard work procedures established for each area. Oversees special projects related to maintaining or improving our facilities.

Maintains and executes current operating processes and procedures, identifies areas for improved efficiency, safety and quality or reduced cost. Management oversight of Parts facility and team to ensure compliance with company policies, safe work practices and a good working environment. Monitors Parts inventory, forecasts parts orders to maintain adequate inventory to meet customer needs.

#### **Service Operations:**

- **Management Oversight, In-House Technical Support Team.** Provides direction and management oversight for the In-House Technical Support Team. Directly manages In-House Service Manager/Consultants. Works with Strategic Director, Parts, Service and Warranty, and In-House Service team to develop in-house service call center. This includes establishing processes and managing execution of in-coming calls to assure efficient and timely resolution. Ensures technical documents are developed and distributed to dealers and service team. Develops and delivers training for dealers and Service team using the expertise and resources of the In-house and field service teams. Works to build data base of solution resources to solve technical service issues, so that

LSTA can provide quick look up dealer portal for quick technical assistance. Works with the Regional Directors and Business Managers on issues that come into the call center.

- **Management Oversight, Field Service Team.** Provides direction and management oversight to Field Service Managers. Works with Manager, Field Technical Support, to establish and execute field service call standards and processes to assure efficient and timely resolution of technical issues in the field. Coordinates technical support and training to field service team and dealers as needed. Works to build data base so that LSTA can provide quick look up dealer portal for quick help. Ensures service analysis reporting is developed and produced from field problem analysis reports collected from the field. Works with the Regional Directors and Business Managers on service issues.
- **Dealer Technical Support Training.** Coordinate national and regional training for the dealer network several times a year. Work with Manager, Field Technical Support, to determine what dealers in the network may require more 1 on 1 training with technicians and schedules resources to visit those dealers. Ensures new dealers coming on board are provided training on how to use the services available on the dealer portal to eliminate unneeded calls on how to register equipment, look up parts, manuals and file warranty claims. Is a direct contact resource to all dealers so they know they have a person they can reach out to when needed for questions and support.
- **Technical Support for Trade/Farm Shows.** Ensures technical support for Parts, Service, and Warranty are present at trade and farm shows. Assists with product training and dealer sales training events.
- **Warranty Operations:** Ensures warranty claims are received and processed in a timely manner. Reviews dealers warranty claims for consistency and reasonableness as needed. Provides management oversight for processes involving dealers and end use customers in resolving disputed claims.

Ensures that warranty cost reporting is completed and submitted to Korea for reimbursement on a timely basis. Develops regular reports on warranty cost and cause trends and ensures reports are completed and reviewed as required. Uses historic information, trends, and current information to forecast future costs.

Coordinates warranty team participation with the Service Organization on return analysis, trend monitoring and root cause analysis and provides feedback to manufacturing. Develops and maintains warranty policy and practices as necessary. Monitors warranty claim processing to insure fair and consistent handling of warranty issues.

- **Teamwork and Collaboration.** Actively leads team meetings, and provides timely feedback to team regarding work topics. Understands organizational mesh points and potential synergies. Integrates team efforts across work team. Understands available resources, and utilizes those resources when appropriate.



- **Leadership.** Acts with integrity. Treats others with dignity and respect. Models behavior that is consistent with LS Tractor USA values. Delivers on commitments and deadlines.
- **Communication.** Effectively communicates with team members. Demonstrates sound oral and written communication skills. Communicates effectively and professionally to both internal and external parties. Executes effective customer communication and relationship building techniques.

**Minimum Requirements:**

- Bachelor's degree in related field required. Additional experience in technical service, Parts sales and operations, and warranty administration will be considered in lieu of education.
- Minimum of five years' experience in leading or managing teams with related functional responsibility. Experience in the agricultural equipment industry is required.
- Above average computer skills. Experience with automated warranty system, Microsoft Office especially Excel. Experience with SAP is preferred, but not required.
- Strong verbal and written communications skills.
- The ability to make decisions and manage multiple tasks in a fast-paced environment with rapidly changing priorities.
- Strong operational and teambuilding experience.

**LS Tractor offers a competitive compensation package that includes:**

Competitive Base Pay and Bonus Pay

Health Insurance – coverage starts on day one, employee coverage paid 100% by LS Tractor, dependent coverage premium 50% paid by LS Tractor

After 90-days – Company paid

- Short-term Disability
- Long Term Disability
- Basic Life Insurance

After 90-days Optional Coverage

- Dental
- Vision
- Accident Insurance
- Optional Life Insurance
- Cancer Insurance

Paid Vacation and Personal Days

9 Paid Holidays

401k with Company match after 1 year



6900 Corporation Parkway, Battleboro, NC 27809  
Phone: 252-984-0700 Fax: 252-984-0701  
[www.lstractorusa.com](http://www.lstractorusa.com)