



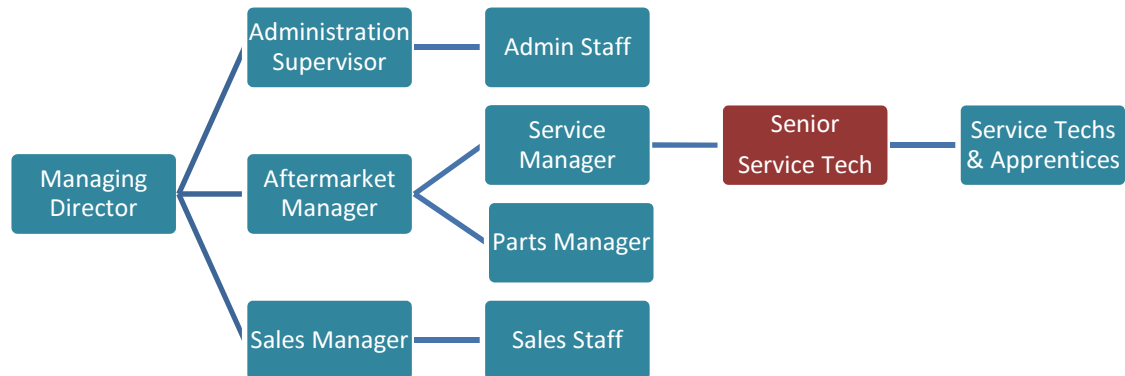
Position Description

Name:

Position Description: Service Technician – SENIOR

Reports to: Service Manager

Supervises: May supervise Service Technicians & Apprentices



Position Overview:

Provides advanced technical support and advice to fellow technicians and customers, provides guidance and support for Service Manager and participates in repair and warranty work and other service work related to the business. Independently performs basic/complex diagnostics, service repairs and maintenance work on customer and/or dealer-owned agricultural equipment/outdoor power equipment.

Actively seeks further sales opportunities in the service department through communication with clients. Strong focus on complete satisfaction of the client.

Duties:

1. Assist in the appraisal of repair work coming into the Service Department and participates in repair.
2. Working with the Service manager, arranges for and participates in reconditioning of used equipment and set-up of new equipment.
3. Checks repair work to make certain it is properly and fully performed and approves the release of equipment for delivery to the customer.
4. Works with the Service Manager in all aspects of the Service Department in fulfilling the responsibilities of the Service Manager (may fill the Service Manager's role in his absence).
5. Promotes loyalty and customer goodwill and protects dealer image.
6. Liaises with Service Manager to assist in maintaining an orderly work flow, with a focus on maintaining high Productivity along with high Efficiency.
7. Advises customers of necessary repair service including estimates of the cost; also makes recommendations to customers for preventative maintenance.
8. In consultation with Service Manager, handles customer complaint problems pertaining to service and repair work. Insures these are resolved as reasonably and as feasible for all parties involved.
9. Responsible for the safety of service technicians and for maintaining a safe and clean working environment.
10. Monitors the technical progress of jobs in the work place and keeps the Service Manager informed to ensure customer satisfaction.
11. Participates in training to keep product knowledge current and to stay in touch with change.
12. Participates in training delivery to customers and staff.
13. Fosters a good working relationship between all departments and staff in the business



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14. Mentors department staff as required
15. May develop specialist skills in a variety of John Deere product offerings such as Harvesters, SP Sprayers, Tillage and Precision Farming.
16. Conducts seasonal (Harvest & Seeding) repairs and support that will require overtime, on call and weekend work.
17. Carries out repairs and maintenance both in workshop and in field – may involve travel to other branch / areas to render assistance.
18. Utilise the tools and resources available to accurately and effectively carry our diagnosis and repairs.
19. Actively participates in and seeks training opportunities, both formal and informal.

Key Performance Indicators

Labour Sold against Budget
Reworks
Productivity
Efficiency
Effectiveness
Customer Satisfaction

THE COMPANY:

Pringles Ag Plus is one of South Australia's premier Agricultural Equipment Dealers with four locations across Eyre Peninsula, in Wudinna (Head Office), Kimba, Cleve and most recently, Cummins. Pringles is a family owned business established in 1961. With years of providing service to the Farming Communities all across Eyre Peninsula, Pringles has set themselves in a prime position to have a long standing name in the industry as leading John Deere Dealers. The prime business for Pringles Ag Plus is the sales, service and support of the full range of John Deere product, ranging from the 70 series harvesters and 9030 series tractors right down to the smaller tractors and mowers. Our main business is in the broad acre farming area, where support is paramount to production and ultimately customer satisfaction.

Pringles have twice been awarded (2005 & 2006) the highest honour bestowed on John Deere dealers, "Managers Club" where the top 6 dealers throughout Australia and New Zealand are recognised. We have a close association with our key partner and are continually working with John Deere and other external sources to review and develop our business. Our branch structure allows a high level of support in all areas of the business through the staff and resources of the network. More Information: www.pringlesagplus.com.au and www.johndeere.com.au

THE LOCATIONS:

Wudinna is head office and the founding dealership. A staff of around 16 provide support to both customers and the branch network. Wudinna is a township of approximately 650 people and supports a far extending wider community with its many services available. Doctor, Hospital and Area School are all in town along with a variety business and services. Sport features highly in the district along with many outdoor activities ranging from the Gawler Ranges to the north to the variety of beaches about an hour away. More information: www.wudinna.sa.gov.au

Kimba was purchased in 1999 and began our association with John Deere. Staffed by around 7 people Kimba branch offers sales, service and support to the Kimba, Buckleboo and Darke Peak region. Kimba has a population of around 650 and is well supported with doctor, medical, area school and shopping facilities. The community is strong and vibrant with plenty do based on sports, the outdoors and community. More Information: www.kimba.sa.gov.au



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Cleve was brought into the group in 2002 (previously Herbert Motors). Normally staffed by approximately 12, the Cleve branch covers a pretty reliable area stretching from Lock to Darke Peak to Port Niell. Cleve, with a population of approx 1000 also has all the expected services and facilities. Cleve is just 20km from Arno Bay for seaside activities with plenty of camping, sporting and recreational facilities. More Information: www.cleve.sa.gov.au

Cummins was purchased in 2010 from Trigg & Wedd, a family business for 60 years. The Cummins branch has high potential for growth with staffing being ideal at around 9 in the short term. The Cummins region is a reliable farming area and generally enjoys good rainfall. The town has a population of about 800, again with all the service. Cummins is about a half hour from the major centre of Port Lincoln and many seaside options. More Information lowereyrepensula.sa.gov.au

THE **EYRE PENINSULA** as a whole offers a very safe environment to bring up a family. The social life of the region is what you want to make of it. Whether it is peace and solitude or a more active lifestyle it is all here. While our dealerships are all inland dealerships the sea is only a stones throw away and there is plenty to do and see inland. More Information: www.southaustralia.com/EyrePeninsula

The Position description is subject to continual review, the position holder must understand that they may need or may be asked to carry out tasks not listed in this document.