

ON FARM TIRE TRUCK TECHNICIAN

Location: Based in Villisca, IA with territory primarily covering western area of UFC footprint

Classification: Full-Time

Purpose: To sell and service farm, truck, and automotive tires; and to sell, distribute, and market lube oil and related products in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

ROLE RESPONSIBILITIES: The on-farm tire and service specialist's responsibilities involve sales and marketing, service, inventory, reporting, maintenance, and other duties as requested by management. The on-farm tire and service specialist will maintain a positive attitude that promotes teamwork within the cooperative and a favorable image of the cooperative.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Service: Service involves providing friendly and efficient service and making recommendations for products sold.

- *Provide friendly and efficient service
- *Greet all customers enthusiastically and promptly
- *Sell, install, and service tires
- *Sell replacement TBA items, such as belts, wiper blades, batteries, and filters, and related products as needed
- *Sell lube oil and related products
- *When not involved with on-farm tire sales and service, assist with oil and filter changes, grease cars, and perform other work as requested
- *Handle all customer complaints promptly and follow through until a solution is achieved
- *Lose no customers due to the service provided
- *Be available for on-farm calls as needed during spring planting and fall harvest times

Documentation/Inventory/Reporting:

- *Identify resources for assistance and keep manuals accessible and current
- *Study and understand recommendation cards
- *Make no recommendation or installation that will result in a product problem
- *Maintain an excellent working knowledge of the complete tire line
- *Attend all product updates and training sessions as requested by your supervisor
- *Maintain all inventory reporting requirements and ensure all customer billings are current

Maintenance: Maintenance involves maintaining equipment and facilities, maintaining the display areas, and pricing merchandise properly.

- *Keep tire truck and equipment in good mechanical condition and wash as needed
- *Keep tools and equipment clean and free of grease and dirt smudges
- *Keep customers' vehicles clean and free of grease and dirt smudges
- *Wear a clean uniform daily and be neat
- *Maintain a clean and orderly inventory and display area
- *Arrange seasonal displays
- *Ensure all merchandise is properly priced

Other Duties: The on-farm tire and service specialist will uphold cooperative policies, perform other duties as assigned by management and will enforce and uphold the cooperative's credit policy.

QUALIFICATIONS:

- Valid Iowa CDL.
- Qualifying experience relating to job duties.
- Demonstrate strong communication skills

POSITION OFFERS:

- Growing cooperative with excellent facilities and updated equipment
- Competitive compensation with an excellent benefits package
- Excellent retirement benefits package with pension plan

Disclaimer: This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties to the successful performance of the job.