

Technical Service Manager

K-Planter

Romania



Summary

K-Planter was formed in February of 2018 as the exclusive dealer of American designed Kinze Precision Planters, Grain Carts and High-Speed Tillage Machinery, and other high quality agricultural machinery such as SMS Tillage and Air Seed Equipment and Azoter Fertilizer.

Critical to **K-Planter's** ability to compete effectively and with excellence is the ability to provide professional technical service and instruction to our farmer customers. Reporting directly to the Director and Owner of K-Planter, the **Technical Service Manager** will oversee the delivery and start-up of machinery to our customers. This leader will build a competent and professional team within **K-Planter**, ensuring that customers are provided the level of technical support and training to be successful.

K-Planter

Jana Michalova, Director and Owner of **K-Planter** has been successfully providing farmers guidance, equipment and service for over 10 years in Moldova. At the request of Kinze Manufacturing she expanded her operations and started K-Planter as the exclusive dealer of Kinze in Romania.

Jana's passion for agriculture and excellence have gained her much respect from farmers and manufacturers of equipment and fertilizer. Jana is excited to bring this success to Romania and build a team of professionals that are passionate about the company's and their personal success and career growth.

The Position Responsibility

Reporting to the *Director and Owner*, the **Technical Service Manager** is a key leader within the company, acting as a business partner to ownership and ensuring that the company is on track to becoming a world-class dealer of Agricultural Equipment and Products.

The **Technical Service Manager** directs all activities related to the service and technical support of all the company's products; including warranty administration, product update programs, customer adjustments & maintenance and resolution of in-field product performance and reliability complaints. Works closely with manufacturers to identify and correct product quality and reliability deficiencies. Works closely with **K-Planter** Sales to develop and deliver training and in-field customer clinics. Assists Director and Owner to develop budget recommendations to support service, warranty administration and product delivery and training programs.

The **Technical Service Manager** will immediately contribute to the organization in the following critical areas:

- Advise customers on product applications, maintenance, adjustments and answers to performance & reliability complaints.
- Provide Director and Owner with pertinent product information (both **K-Planter** represented products and competitive); including product performance, product reliability and technical data.
- Monitor product deficiencies by type, cause, frequency and cost of failures.
- Provide Director and Owner with recommendations for product changes and improvements.
- Provide the Director and Owner with budget recommendations to support proposed product support programs.
- Participate with Sales to support start-up and monitoring of new products.
- Prepare Operator start-up procedures.
- Execute all required Service Bulletins.
- Administer new equipment warranty and claim processing.

- Recommend special tools to adequately service all products.
- Work closely with the Director and Owner to develop training for customer personnel and in-field customer clinics; and serve in a leadership role in the delivery of that training.
- Represent the company at farm & trade shows and other industry events.
- Supervise the setup and tear down of equipment & displays in **K-Planter** exhibitions and field days; and assist with daily maintenance of the facilities, as required.
- Manage assigned personnel in such a manner as to attain company objectives and to foster team work and develop and maintain an open, participative business environment; while encouraging individual personal and professional growth and development.
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More specifically, the **Technical Service Manager** will:

- Identify and implement service support system.
- Develop and implement best practice material and inventory management to support the availability of Repair Parts while meeting the financial and delivery performance objectives of the company.
- Establish supply chain planning methodologies to ensure clear visibility to material requirements, proper inventory levels and timely customer service.
- Identify best sources for materials and components, and where appropriate develop low cost country suppliers.
- Develop mutually beneficial alliances with other Agricultural providers (e.g. Agronomists).
- Establish clear metrics to measure the effectiveness of the service organization in alignment with overall company objectives.
- Communicate and coordinate with the Director and Owner to meet the financial performance expectations, exceed customer requirements and create value.
- Recruit, develop and retain a proactive, results-oriented service team.

The Personal Characteristics

The **Technical Service Manager** will be marked by the following characteristics:

Results Orientation: A person of action. Is focused on results with a high sense of urgency. Prioritizes projects to meet deadlines, does not allow things to slip through the cracks and pushes self and others to get the job done. Possesses a “can-do” attitude and a desire to enable others to do their jobs more effectively.

Passion and Energy: Is a self-starter with a high level of engagement with passion and enthusiasm for the business. Draws energy from the challenges, opportunities and successes within the business environment. Indefatigable; not easily discouraged.

Directing Others: Is good at establishing clear directions; sets objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people. Drives clear accountability and provides opportunities for people to grow in their careers.

Open Communication: Thrives in an environment of open give and take, and is able to give and receive honest feedback and constructive criticism. Understands what information must be kept confidential and what can be shared with the entire team.

Champions Integrity and Trust: Is characterized by integrity and high professional standards. Widely trusted and is seen as a direct, truthful individual. Keeps confidences, admits mistakes, and doesn't misrepresent him/herself for personal gain.

Builds Effective Teams: Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team without losing sight of the overall business needs.

Visionary: Is able to look beyond the current state to where the business is going in the future; anticipates needs, obstacles and opportunities and plans accordingly to best address them. Understands where technology is heading and can set strategies to effectively leverage it in accordance with business objectives. Thinks outside the box to come up with creative solutions and challenges the status quo

Competitive Drive: Enjoys competing and has a strong desire to win. Loves being challenged and relishes rising to the occasion.

Customer Focus: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; understands the customers' definition of value.

Decision Quality: Able to balance data-driven, fact-based decision making with an ability to call upon well-honed business instincts. Can make the tough call when necessary and exhibits decisiveness when the time for action has arrived.

The Professional Qualifications

The successful candidate for **Technical Service Manager** will have a track record of delivering strong results within the service organization of an agricultural equipment dealership.

Additionally, candidates for **Technical Service Manager** have:

- At least 6 years of experience in the service and technical support of agricultural equipment; including mechanical, hydraulic and electrical/electronic systems.
- Competent welding skills.
- Engineering or Technical degree preferred.
- Demonstrated knowledge of type of products manufactured for the planting of row crops.
- Demonstrated knowledge of agricultural equipment dealership service department operations.
- Strong Romanian verbal and written communication skills, including group presentations and technical writing.
- Strong analytical skills.
- Strong interpersonal and persuasive skills.
- Demonstrated aptitude for computer applications and to adopt new technology.
- Travel required during times of farmer operations (Up to 75% during planting and tillage season). Opportunity for international travel including the United States.
- Demonstrated ability to coordinate a high level of activity under a variety of conditions and constraints.
- Ability to speak and write in English is preferred (will provide training for the right candidate). Russian is also a plus.

If you possess some but not all of these skills and attributes but are motivated for success and to be part of building a world class dealership **K-Planter** is willing to provide the training necessary to make you successful.

Please submit your CV, qualifications and any question you have to kplanterinfo@gmail.com