



Job Description

Farm Services Project Lead

Date Posted: August 2019

Supervised By: Farm Services Product Support Manager

Location: Holland, Michigan

Duties & Responsibilities:

The Farm Services Project Lead works on wide range of projects in Farm Services. Duties include problem solving and resolution of customer issues. Emphasis is placed on root cause problem identification and the implementation of permanent corrective actions.

- Interface with various departments including Sales, Estimating, Customer Service, Purchasing and Engineering to research and resolve field installation and warranty issues.
- Coordinate after-sales service calls and follow-up visits to installations to ensure proper system function and customer satisfaction.
- Coordinate independent contract installation crews for after-sales warranty and repair work.
- Recommend changes in procedures, standards, and guidelines as needed.
- Be sensitive to deadlines required in order to meet the project schedule.
- Support the spare parts identification and stocking program.
- Utilize CRM to document and manage after-sales service functions.
- Interface with installation and after-sales support personnel to provide product information and parts identification.
- Assist with preparation of special assembly instructions for customers and installers.
- Assist in the development, documentation and distribution of Product Bulletins.
- Visit customers and suppliers as needed. Writes reports from findings.
- Up to 25% travel may be required.
- Other duties assigned as needed.

Qualifications:

- Minimum 2-year technical associates degree or equivalent experience.
- 3-5 years of experience in a technically oriented business environment.
 - Blueprint reading
 - An understanding of a manufacturing and warehouse environment.
 - Experience working with and developing bills of materials.
- Experience with MS Word, Excel, Outlook and PowerPoint applications.
- Highly proficient with data management systems such as CRM.
- Good oral and written communication skills.
- Demonstrated mechanical aptitude and proven problem-solving skills.

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