

**SUMMERS MANUFACTURING COMPANY, INC.  
POSITION DESCRIPTION**

POSITION TITLE: SD Service Technician  
IMMEDIATE SUPERVISOR: SD Warehouse Supervisor  
SUPERVISION RESPONSIBILITIES: No

DEPARTMENT: Sales  
FLSA: Non-Exempt

1. GENERAL SUMMARY OF RESPONSIBILITIES:

Perform field visits, field demos and service calls in order to maintain, inspect, operate and repair Summers Manufacturing Company, Inc. equipment. Assist with other duties at the SD location in assembly, parts, etc., as needed.

2. SPECIFIC JOB RESPONSIBILITIES:

- A. Observe and examine machinery and parts in operation to detect malfunctioning or defective units.
- B. Repair or replace defective parts using hand tools and machine tools.
- C. Fabricate components necessary to ensure efficient machine operation.
- D. Reassemble, adjust and lubricate machines and equipment to ensure efficient operation.
- E. Ensure customer complaints have been handled satisfactorily.
- F. Complete a Customer Contact Report (CCR) for all field visits and service calls.
- G. Assist in the preparation, fabrication and delivery of equipment for use in field demos or shows.
- H. Monitor and maintain Service Parts Forecast.
- I. Prepare supplier goods return list for items requiring repair and return.
- J. Forward warranty claims, returned goods and forms to Warranty Department.
- K. Authorize Customer Goods Returns. Inspect and verify goods returned and forward completed returns to Accounts Receivable Department and Inventory Analyst.
- L. Clean and maintain the service department vehicle and equipment.

3. JOB SPECIFICATIONS:

- A. Education/License/Certification Requirements
  - 1. High School Diploma or equivalent, required.
  - 2. Welders certificate or equivalent, required.

3. Valid South Dakota driver's license with a clean driving record, required.
4. Fork Lift operator's license, required.

B. Experience Requirements

1. Knowledge of Summers Manufacturing Company, Inc. products, preferred.
2. Knowledge of, and experience with, various shop tools, required.
3. Basic mechanical ability, required.
4. Ability to operate farm related machinery, required.
5. Experience with spreadsheet applications, required. Experience with Syspro, or other ERP (Enterprise Resource Planning) software, preferred.

C. Physical Requirements

1. This position will involve that physical exertion found in a metal fabrication company making agricultural equipment and will include stooping, climbing, lifting and other such exertion necessary to become and remain familiar with plant type work:
  - a. Ability to walk, stand or sit for long periods, up to six (6) hours, required.
  - b. Ability to climb or balance, stoop, bend, kneel, crawl and reach overhead several times a day, required.

D. Lift and Carry Requirements

1. This position requires infrequent lifting and carrying of machine parts, weighing up to 50 lbs. in the following situations:
  - a. Lifting parts from machinery while working on a machine.
  - b. Carrying replacements parts distances up to 100 feet between Summers Manufacturing Company, Inc. plant and the service truck, and between the service truck and equipment location on farmers' fields.
2. This position requires frequent lifting and carrying of machine parts and equipment weighing over 70 lbs. using hoist, hand truck or fork lift.

E. Equipment/Tools Requirements

1. Ability to utilize tools such as shears, punches, saws, air wrenches, benders grease guns, welders, drills and torches, required.

2. Ability to utilize hand tools, required.
3. Ability to utilize office machines such as telephone, computer, digital scale, postage meter, required.

F. Environment Requirements

This position involves work inside and outside the plant, where conditions may get dusty, hot, cold, noisy and smoky and may involve exposure to some odors:

1. Ability to work around fumes and chemicals, required.
2. Ability to work around moving parts, required.
3. Ability to work outside, required.
4. Ability to work in adverse weather conditions, required.
5. Ability to work around loud noises, required.

G. Competencies

1. Active Listening
2. Communication
3. Organized
4. Responsible
5. Relationship Building
6. Detail Oriented

H. Communication Requirements

1. Excellent communication skills, required.
2. Ability to work as part of a team, required.
3. Excellent customer relation skills, required.

By accepting a position within Summers Mfg. you will become part of a team which comes with the responsibility of promoting a culture that ALL employees are accountable to. This culture is defined as:

- \* Ensuring a safe workplace by always being aware of potential hazards and following all safety rules.
- \* Fostering the company values in communications and decisions made every day by being respectful and promoting a team environment.
- \* Accepting and Supporting the challenge to participate in the continuous improvement efforts by actively contributing in identifying and eliminating waste within the company; by identifying problems, finding solutions, and being an active participant in sustaining those solutions.
- \* Smile every day!

This job description does not list all the duties of the job. Your supervisor may make an assignment of other duties or instructions from time to time.

This assignment of duties or instructions will be within your knowledge and skill base to ensure performance of the assignment in an adequate manner.

Management has the right to revise this job description at any time.

This job description is not a contract for employment, and either you or the firm may terminate employment at any time, for any reason.

**JOB DESCRIPTION ACKNOWLEDGMENT**

I acknowledge that I have received a copy of the updated job description for my position with Summers Manufacturing. I have read this job description (or had it read to me) and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined, with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. I understand that it is my responsibility to ask my supervisor or human resources for more clarification should I have any questions about my job duties and responsibilities or require a reasonable accommodation.

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*I understand, and have received a copy of my updated job description.*

*Signed:* \_\_\_\_\_ *Date:* \_\_\_\_\_

\_\_\_\_\_  
*Supervisor Signature*

\_\_\_\_\_  
*Date*

*Employee or Supervisor comments:*

*Return this form to Human Resources.*