SUMMERS MANUFACTURING COMPANY, INC.
POSITION DESCRIPTION

POSITION TITLE: Service Manager DEPARTMENT: Engineering
IMMEDIATE SUPERVISOR: Director of Innovation/ Bus Dev FLSA: Exempt
SUPERVISION RESPONSIBILITIES: Yes

1. GENERAL SUMMARY OF RESPONSIBILITIES:

   Responsible for overall organization of service department, encompassing service calls, warranty claims and any other customer problems. Direct workers engaged in servicing equipment for Summers Manufacturing. Receive and process customer orders and incoming parts and materials. Key various data into computer.

2. SPECIFIC JOB RESPONSIBILITIES:

   A. Analyze requests for service and record repairs, replacements or service required.

   B. Inform field service personnel of location and work to be done.

   C. Authorize issuance of replacement parts.

   D. Responsible for all warranty claims and problems.

   E. Coordinate delivery and pick up of all parts related to service and warranty and RGL.

   F. Attend Big Iron Farm Show. Attend agricultural shows, open houses, clinics, demonstrations, etc. as time allows, upon request of the sales department.

   G. Assist engineers with design of new products.

   H. Take all incoming service calls.

   I. Maintain service parts forecast.

   J. Back up the Service Technician by Assisting on service calls in the field, and assisting with service machines in the shop, as needed.

3. JOB SPECIFICATIONS:

   A. Education/License/Certification Requirements

      1. High School Diploma or equivalent, required. Associates degree in accounting or business management, preferred.

      2. Valid North Dakota driver license with a clean driving record, required.

   B. Experience Requirements

1. One year experience in assembly procedures, preferred.

2. Prior knowledge of Summers' products, preferred.

3. Experience with personal computers, required.

4. Experience with spreadsheet and word-processing computer applications, required.

C. Competencies

1. Assertiveness

2. Delegating Responsibility

3. Active Listening

4. Problem Solving

5. Working Under Pressure

D. 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.

E. Lift and Carry Requirements

1. This position requires infrequent lifting and carrying parts and equipment weighing up to 50 lb. in the following situations:

    a. Moving parts and equipment short distances between Summers Manufacturing vehicle and customer equipment while on service calls.

    b. Moving parts and equipment short distances between Summers Mfg. Co., Inc. vehicle and various display areas while at agricultural shows and open houses.

2. This position requires infrequent lifting and carrying of machine parts weighing over 50 lbs. using hoist, hand truck or fork lift.

F. Equipment/Tools Requirements

1. Ability to utilize power tools, required.

2. Ability to utilize hand tools, required.

3. Ability to utilize office machines such as computers, printer, telephone, fax machine, photo copier, etc., required.

4. Ability to utilize hoist, hand truck or fork lift, required.

G. 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 paint fumes, required.

2. Ability to work in outdoor weather, required.

3. Ability to work in adverse weather conditions, required.

4. Ability to work around loud noises, 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.

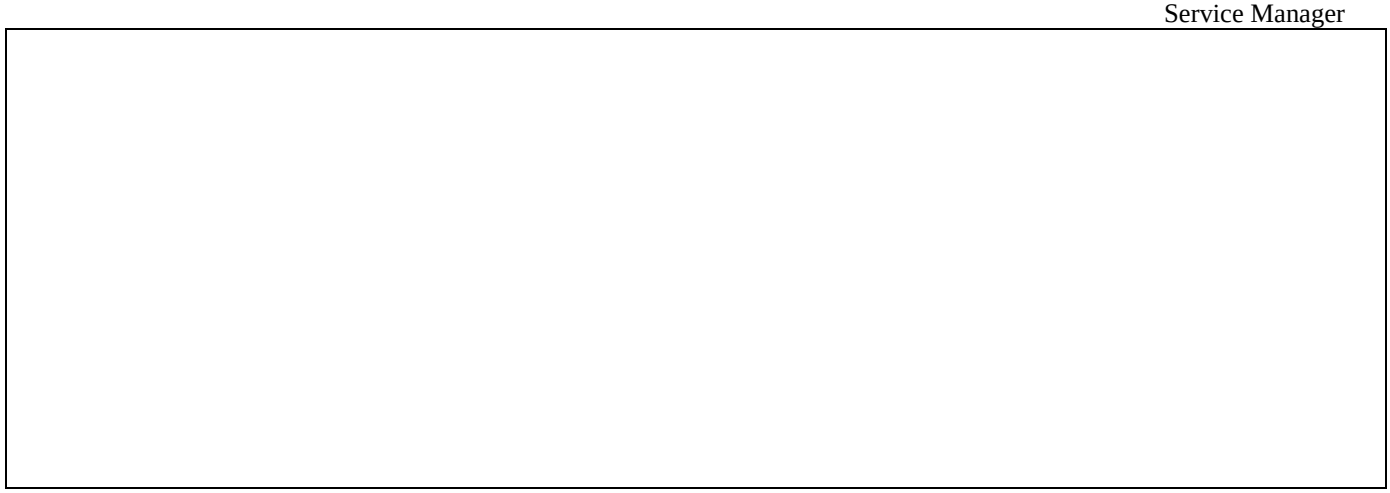
* Smile every day!

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.

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.