

Role Summary

- Responding to equipment service calls and installation equipment on site
- Diagnosing equipment issues, determining appropriate solutions, and performing the required work in a timely manner
- Providing phone and computer support to customers as needed
- Providing excellent customer service and support to our customers by answering questions, providing information on maintenance of the product, explaining the work that has been completed and providing solutions to recurring problems
- Working with the Service Coordinator to schedule service calls in a timely manner
- Completion of daily paperwork including work orders, solution notes and timecard
- **Working on an on-call rotation which includes evenings and weekends**

Desired Skills

- Strong mechanical aptitude with previous experience working with and diagnosing equipment issues is preferred; previous agricultural experience is an asset but not required
- Exceptional customer service orientation
- Excellent interpersonal and communication skills (oral and written) and the ability to work independently with minimum supervision
- Working knowledge of computers and MS Office Word; proficient in the use of smart phones
- Good analytical and problem-solving skills
- Good organizational, time management and prioritizing skills
- · Excellent attention to detail
- · Possesses a valid Class G license
- · Ability to travel within a 3 to 4-hour radius of Brinston, ON to various site locations
- · **Ability to work on an on-call rotation**

If you are interested in this position and meet the above criteria, please submit your resume in confidence to careers.dundas@agrihub.ca