



# Spudnik Equipment Company LLC

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Spudnik Equipment Company LLC is the North American market leader for potato planting, harvesting, and handling equipment – all designed and manufactured in our state of the art facility in Blackfoot, Idaho. We have opportunities for enthusiastic, self-directed, and innovative people who are interested in a satisfying and rewarding career. We are now accepting applications for the following position:

**POSITION: International Aftersales Specialist**

**LOCATION: Blackfoot, Idaho**

**JOB SUMMARY:**

The International Aftersales Specialist at Spudnik Equipment Company is responsible for providing comprehensive technical support to international customers, vendors, and dealers. Support is focused in several key areas including sales, engineering, technical, service and warranty. This position requires international travel to many different countries, 30% - 50% travel is expected, and interaction with many different cultures. Specialist is responsible for performing field and in-house service and repair work for international customers. This may include the installation and setup of new machines. The Technician is responsible for the accuracy of issued parts inventory and all manual and electronic records required for inventory purposes. Additionally, Technician will maintain accurate records for time keeping, billable hours, indirect labor, and quality improvement efforts. Teamwork and customer service skills are important as the Specialist works directly and indirectly with employees, managers, supervisors, customers, dealers and outside vendors. The Specialist will consistently demonstrate a high level of responsibility and accountability.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

***Other duties and responsibilities may be assigned as necessary.***

- Become a technical expert for Spudnik’s product line, including prototype models;
- Work with Product Specialist to organize training for international dealer’s service technicians;
- Receive incoming technical support, set-up, and operation inquiries and respond with the appropriate levels of effectiveness and efficiency in order to provide timely resolutions;
- Set up, repair, and rebuild all types of agricultural equipment in the shop and in the field in by using high-strength structural welding, fabrication, and assembly methods;
- Work in a cooperative and respectful manner with all internal and external customers and across different cultures;
- Collaborate with Engineering departments to address all known issues from previous season in order to create effective resolutions before the next season;



- Create spare parts packages for machines sold overseas and organize all documentation and reports necessary to ship these parts to the end customer;
- Perform machine checks when visiting customers with existing Spudnik machines and make repair and spare parts recommendations.

### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

***Other duties and responsibilities may be assigned as necessary.***

- Work in a team environment with little or no supervision;
- Maintain a safe, organized, and clean work environment;
- Fill in during team member absences;
- Promote the company’s core values; integrity, respect, commitment, quality, innovation.

### **QUALIFICATIONS:**

- Minimum 3-5 years of experience in agricultural industry with experience in potato industry preferred;
- Strong understanding and of and ability to work with hydraulic, electronic, and mechanical systems and components;
- Ability to calculate, analyze, and track figures and competently make decision based on those figures;
- Ability to successfully manage, prioritize, and organize multiple projects, deadlines, and tasks with little supervision in both team and independent environments;
- Excellent troubleshooting, critical thinking, and analytical skills;
- Excellent communication skills, both written and verbal, and the ability to communicate in groups or one-on-one settings;
- Commitment to excellent customer service for both internal and external customers;
- Ability to effectively work with ERP system, spreadsheets, word processing documents, and other applicable computer systems and software.

### **TYPICAL PHYSICAL REQUIREMENTS:**

- **Medium** work involving:

Climbing	Balancing	Stooping	Kneeling
Crouching	Handling	Reaching	Standing
Walking	Pushing	Pulling	Hearing
Talking		Lifting (Up to 50 lbs.)	Visual Acuity
			Repetitive Motions

### **TYPICAL ENVIRONMENTAL CONDITIONS:**

- Activities occur both in and outside the facility with a variety of physical and environmental conditions such as sufficient noise to cause the worker to shout in



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order to be heard above the ambient noise level, proximity to moving mechanical parts, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals. Subject to temperatures below 32 degrees and above 100 degrees and a variety of weather conditions for periods of more than one hour. One or more of the following conditions affect the respiratory system or the skin, fumes, odors, dusts mists, gases, or poor ventilation.

**PAY:** Annual salary DOE

**DEADLINE TO APPLY:** Open until filled

**TO APPLY:** Apply online at [www.spudnik.com](http://www.spudnik.com) via the Careers page.