



Technical Service Representative

Major Function

To be the customer's advocate within Toro to expedite resolution of customer reported concerns and issues. The Technical Service Representative must positively and professionally represent Toro to Distributors and Customers by effectively listening and responding to all Commercial product and service issues. This position also does general technical research, performs data and trend analysis to identify product issues more quickly and provides technical support for the Commercial Division.

Duties & Responsibilities

- Technical contact for Commercial customers/distributors. Provides information regarding product service procedures and Toro service policies. Must have a strong customer orientation and build strong relationships with customers.
- Screen, troubleshoot, research and resolve technical issues; involve others as needed to ensure prompt resolution. Communicates issues or problems as needed within the Division/Company.
- Responsible for capturing comprehensive and critical data related to all Commercial service issues. Data may come from a variety of sources such as telephone calls, emails, etc. and must be recorded appropriately into the Call Management System.
- Assist Department in support of all Commercial events (schools, seminars) involving technical service. Participate and present at Factory Service Schools or similar events as assigned.
- Actively interface with external vendors and suppliers as well as internal departments such as Engineering, Marketing, Quality Assurance and Manufacturing to address service issues, both pre and post sale. Participates in new product development teams to ensure that product service issues are taken into consideration.
- Analyzes call data and warranty claim reporting to identify trends and issues. Provide regular and timely reports to product teams and management. Working with the product team prioritizes issues, creates and executes action plans.
- Communicates corrective action and other critical information to internal and external customers which may include authoring things such as Product Service Bulletins, Flash Reports, etc.
- Pursue and maintain technical knowledge in areas such as hydraulic, electrical, cutting units (reels and rotary), engine, and power train systems, including an in-depth understanding of how the technologies interact. Must also maintain a general knowledge of all Commercial products, procedures and customers.
- Other assigned tasks as necessary.

Specifications

- College Graduate with major in vocational, technical, or industrial areas, or Vocational School Graduate with minimum of 2 years related experience in equipment operation, repair and maintenance. Previous customer service experience preferred. Exposure to or some experience in these areas:
 - Reel Mower Theory
 - Sprayers/Chemical Application
 - Aerification and Debris
 - Automated Control Electronics (ACE) and computer logic
 - Gasoline and diesel engines
 - Turf grass maintenance practices
 - Preventive Maintenance Scheduling

- Excellent oral and written communication skills required, including a proven ability to listen and empathize appropriately with customers as well as communicate effectively with both technical and non-technical individuals.
- Must possess excellent interpersonal skills and the ability to build strong relationships with customers and co-workers.
- A high degree of technical aptitude and solid understanding of complex technologies such as hydraulics, electrohydraulic controls and power train is required.
- Proficient at reading blueprints and electrical schematics.
- Demonstrated ability to identify, resolve and follow-through on problems in a timely manner is critical.
- Problem solving, time management, above average writing, typing, multi-tasking and organization skills/experience required.
- Proficient in the use of computer applications, including Microsoft Office software. SAP and call center software experience preferred.
- Experience in a distributor environment is a plus.

About Toro

Headquartered in Bloomington, MN, The Toro Company delivers innovation through a surprising array of products. Since 1914, our ideas have transformed the way professionals and homeowners care for their outdoor landscapes. An excellent reputation, strong brands, ethical business practices, and a culture founded on trust and respect are ideals shared by our employees. With annual revenue of \$1.7 billion, Toro consistently delivers strong financial performance and market leadership. More than 4,400 global employees form a strong community with a world of opportunities to learn and contribute. Ideas and ideals. That's life at Toro.

We are proud to be an Equal Opportunity Employer.

How to apply:

Please go to www.toro.jobs. In the Technical Services category, select Technical Service Representative.