

*Penner Farm Services is currently recruiting for a SERVICE TECHNICIAN – LELY ROBOTICS based in Lacombe, AB.*

### JOB DESCRIPTION

- Responding to Lely and other equipment service calls and installation projects on site
- Diagnosing Lely and other equipment issues, determining appropriate solutions, and performing the required work in a timely manner
- Providing phone and computer support for Lely 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 Manager to schedule service calls in a timely manner and communicating any plans for future farm visits, recurring problems and unfinished work that needs to be re-scheduled
- Completion of daily paperwork including work orders, solution notes and timecard
- Partnering with sales staff by providing key information required for project/installation quotes
- Working on an on-call rotation which includes evenings and weekends

### REQUIRED SKILLS

- Strong mechanical aptitude with previous experience working with and diagnosing equipment issues is preferred; minimum 1 year of agricultural experience is preferred
- 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
- Ability to work on an on-call rotation

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If you are interested in this position and meet the above criteria, please submit your resume in confidence to [careers@pennerfarmservice.com](mailto:careers@pennerfarmservice.com) by May 6, 2022.