

AGCO LIMITED
POSITION DESCRIPTION

Position: Technical Support - Singapore
Date: July 2018
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Group: Service
Reports To: Manager – Technical Support
Incumbent:

I. POSITION PURPOSE:

- Develop after sales service offered by dealer network to achieve customer satisfaction for all AGCO distributed products.
- Mediate and liaise between Distributors and AGCO to resolve After-sales & Service issues.
- Monitor warranty, policy claims and failed parts from Distributors
- Organise and sometimes Conduct Training as required on the various AGCO products
- Assist with strategic management and Distributor development by prioritising, i.e. selling service, using diagnostic tools and offering product training.

II. OPERATING ENVIRONMENT:

- Operational Base – Singapore
- Regional Coverage – Key account customer sites
- Distribution retail network, customers, warranty suppliers visiting machinery personnel from suppliers, Head Office Sales and Service personnel.

III. MAJOR ACCOUNTABILITY:

KEY MEASUREMENT

- Distributor after sales support capability
Distributor technical performance development
Hands on technical assistance and diagnosis practices
Customer satisfaction survey
Distributor / Customer training plan
- Warranty monitoring
Distributor claim quality, timeliness, accuracy and legitimacy
- Dispute resolution
Elimination of legal actions against dealers or AGCO
- Application monitoring
Product performance with other equipment
Machine installation and operator training
- Training and development
Distributors have sufficient knowledge and facilities to service AGCO products,
Dealer standards of assessment
- Business Procedures
Carry out all duties in accordance with in Company Policies and Procedures
whenever applicable.

SPECIAL KNOWLEDGE:

- Agricultural practices and machine application in region
- Mechanical repair techniques on all products or types of agricultural machinery
- Understanding of Telemetry systems / operation

OTHER QUALIFICATIONS OR REQUIREMENTS:

- Ability to communicate with Distributors and customers on product and service issues
- Ability to mediate with Distributors and customers and maintain AGCO positive image
- As a minimum, completed recognised Trade Apprenticeship but Technicians Certificate or some post apprenticeship training preferred
- Willing to travel and experience different cultures and practices