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RCI Engineering Employment Opportunity

RCI Engineering is a manufacturer of agricultural and off-road equipment, specializing in the manufacturing of products under the RCI and Ag-Bag by RCI brand names.

Customer Service Lead

RCI is seeking a Customer Service Lead to join our team in producing specialized agricultural harvesting machines.

Primary Responsibilities:

- Process parts orders from dealer network.
- Communicate with dealers on orders and any parts issues that may arise.
- Investigate and navigate parts drawings and historical systems to determine part numbers for older machines.
- Work with marketing team to promote new parts and programs to dealer network.
- Process new machine orders (including wholegoods) to ensure proper configuration for production.
- Work with production team to ensure timely manufacturing of spare parts for backorders.
- Follow-up with dealers on quotes for products and answer technical questions.
- Manage shipping paperwork and logistics for parts and completed machines.
- Answer general questions from dealers and customers about products and parts.
- Direct calls for other business operations to appropriate team members.

Secondary Responsibilities (as time allows):

- Monitor inventory levels of spare parts and assist purchasing department in determining procurement requirements.
- Assist with basic inventory operations such as part put-away, quantity checks and clean-up during off-season.
- Help Inventory Manager with picking part orders in busy season.

Requirements:

- 3 years of prior experience in related field
- Thorough understanding of agricultural and/or off-road equipment.
- Excellent communication skills.
- H.S. Education or equivalent.
- Proficient in basic math and reading.
- Must thrive in a team environment.
- Strong work ethic
- Detail oriented
- Proficient in basic computer usage in Windows environment
- Proficient in typing as most dealer communication is conducted through email.
- Self-motivated, growth-driven individual

Beneficial Experience:

- Previous use of parts ordering systems
- Background in a dealership or manufacturing of agricultural and/or off-road equipment.

Benefits:

- RCI offers Health, Dental, Vision and Life Insurance
- RCI includes Paid Vacations and Profit Sharing
- Salary based on experience

Additional Information:

- This position can be adapted to accommodate an experienced individual. RCI will provide any training needed. This position is flexible in that it may be adjusted to fit the applicant's skills or experience. Please note all additional experience and skills on the application and resume.
- Learn more about our company and products at RCIengineering.com and Ag-Bag.com