

PURPOSE and SCOPE:

As a Harvest Support Representative for MacDon Industries, you will be provided an opportunity where you can travel the United States while expanding on your hands-on experience, during the custom wheat harvest to provide technical support to Custom Harvesters. This role will develop your customer service and communication skills as you work in a professional environment alongside others within the company to working with dealers or representatives externally. This position is a 8 month term starting on May 9 2022.

RESPONSIBILITIES:

- Acknowledge customer concerns and use diagnosis, troubleshooting and repair abilities to help resolve issues.
- Work with the Product Support department to address and mitigate technical issues occurring in the field.
- Compile information and prepare reports of daily field activity to help the Product Support department with the quality of machine performance.
- Ensure that the service equipment is performing up to standards for optimum field use and conducting maintenance on the equipment when required.
- Maintain the quality of valuable tools, equipment and vehicles that are used during the custom wheat harvest.
- Other duties as assigned.

QUALIFICATIONS:

- University or College degree, or internship, related to agriculture or engineering.
- Familiar in the operation of farm machinery is an asset.

SKILLS & KNOWLEDGE:

- Understanding of agricultural equipment and harvesting practices.
- Strong Mechanical, Hydraulic and Electrical troubleshooting skills.
- Ability to adapter and willing to learn in various situation.
- Good communication skills; oral and written.
- Proficient in Microsoft Windows and Office Software.
- Excellent problem solving skills.
- Good interpersonal skills. Good planning and administration abilities.
- Ability to work in a team or independently as required.
- Available to travel over extended periods of time (90% of the time). Able to travel through Canada and United States. Valid passport required.
- Must hold and maintain a valid driver’s license and be able to cross Canadian US border.

Interested applicants can submit resume and cover letter to Jillian Pitura at JPitura@macdon.com
MacDon Industries manufactures harvesting equipment which is used in various crops in many countries all over the world and many of our customers are Custom Harvesters.

A Custom Harvester is someone who harvest crops for an individual farmer or business. Custom Harvesters usually own their own Combines and Combine Headers to harvest crops for farmers every harvest season. This is seen as beneficial to the farmer because it relieves them of having to invest their own money into equipment and time into keeping it running at peak performance. Custom Harvest crew sizes can vary from one combine to over a dozen.

Many Custom Harvesters with MacDon Combine Headers for the Wheat Harvest are found in the central United States. For these Custom Harvesters, MacDon offers what we like to call "MacDon Harvest Support". Our Harvest Support crew consists of 2 trailers, stationed at MacDon dealerships, which serve as a temporary parts warehouse and office. The Harvest Support trailers make stops in Texas, Oklahoma, Kansas, Colorado, Nebraska, South Dakota, North Dakota and Montana from mid-May to late August during the Wheat harvest. This service is provided to our customers because many of them are not within a close proximity of their dealerships.

As a Harvest Support Representative, it will be your job to provide warranty support during the Wheat harvest for the Custom Harvesters. This can include troubleshooting mechanical, electrical and hydraulic systems and repairing of parts that may have failed. This will allow you to work on your technical skills, while also allowing for the opportunity to work on soft skills such as communication, team work, responsibility, and much more.

For customer’s equipment which is no longer under warranty, we provide technical support and parts assistance to help keep them running in the field.

If you have a passion for agriculture, thrive in a team environment and would like unique hands on work experience while travelling this may be a great opportunity for you!