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| **Job Title:** | Inside Service Representative (Trainee) | **Director Report:** | National Service Manager |
| **Date Created:** | October 7, 2021 | **Position Type:** |  |
| **Department Number:** |  | **Revision:** | October 7, 2021 |
| **Location:** | Katy, TX |  |  |

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| **Job Summary:** As a trainee you will be part of the service training team, learning all Kobelco products, assisting in building content and facilitating service classes, with the goal of graduating to an inside service representative. |

ESSENTIAL FUNCTIONS:

* Mechanical, Hydraulic, and electrical aptitude required
* Extensive training for at minimum a 1-year timeframe, learning all Kobelco products.
* Troubleshoot over the phone with dealers’ mechanics.
* Provide inside service support to your assigned dealer territory.
* Work with your Field Service Representative, Training Department, Parts Representative and District Business Manager as a Team to provide service to your dealer.
* Must have engine tool diagnostic experience.
* Provide technical assistance to your assigned dealer territory on.
* Traveling Training Program, travel with our Field Service Reps and learn our machines.
* Room for growth, move from an Internal Service Rep to a Field Service Rep in a matter of years.
* Professional appearance, work in an office environment but still work with excavators.
* Staying current with all improvements in technology and equipment design and changes as related to our field of product
* Strong analytical ability required to effectively communicate with employees, management, and customers; strong and demonstrated effective verbal, written, and professional telephone skills and manners. Strong ability to follow instructions. Must be able to work as a member and leader of a team.
* Assist in promotion and sale of excavators in his region as well as assist in promotion of additional equipment such as Komexs, extended warranties and services

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

* A high school diploma or equivalent is required.
* Applied skills typically obtained through the completion of an Associate Degree in a technical discipline or the equivalent work experience from this or a related industry or from military service and technical training.
* College or Technical school graduate preferred.

**​REQUIREMENTS**

* Must be willing to relocate when territory becomes open and you're advanced to a FSR (Field Service Rep)

KOBELCO has long been known for its quality line of excavators in the 3,000 lb. to 180,000 lb. classes. By focusing on a single line of equipment, the company has become known as excavator perfectionists. While some companies manufacture multiple lines of equipment, KOBELCO dedicates their research and development dollars to improving and enhancing their singular product line, ensuring they deliver excavators that can withstand the day-to-day rigors of demanding jobsites, while providing operators with all the production and comfort features required for a profitable days work.

KOBELCO Construction Machinery USA is dedicated to producing a full range of crawler excavators for the rental, landscape, construction, aggregate, road building, material handling, site preparation, recycling and ancillary markets, including zero tail swing, standard and compact models. KOBELCO machines are well-known for their advanced technologies including an innovative noise and dust reduction system, advanced hydraulic circuitry for reduction of pressure loss and superior fuel efficiency.

[www.KOBELCO-USA.com](http://www.KOBELCO-USA.com)

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