



Product Support Representative- Nebraska and Kansas

Geringhoff has been a family owned company since 1880, founded in Ahlen Germany by Carl Geringhoff. We are the leader in crop harvesting innovations such as the patented RotaDisc, NorthStar and Patriot folding corn headers as well as the all new TruFlex Razor draper. The recent introduction of harvesting products have proven once again that Geringhoff innovation is unmatched. The same values apply now as they did then. Build a great product and support it with great people. You now have an opportunity to share in our success!

Geringhoff, NA is currently looking to add another member to the family for Product Support for Nebraska and Kansas.

Position Purpose:

Product Support Representative will investigate, troubleshoot and repair customer concerns and recommend design or process improvements.

Job responsibilities:

- Work closely with Product Support Director, Product Support Specialist, Territory Sales Reps and parts department along with Dealer personnel and Customers to address technical issues out in the field.
- Investigate and troubleshooting Customer inquiries.
- Ensure equipment is maintained and ready for optimum field use.
- Recommend design or process improvements
- Responsible for handling customer inquiries and concerns from Service Hot Line on a day to day basis.
- Develop resource materials regarding instructions, service guides, and bulletins.
- Facilitate and support at Field Demo's, Service Campaigns and Trade Shows.
- Attend training sessions for service training and customer training, developing, setup and instruct with new and exciting products.
- Interpret German manuals into US manuals.

Requirements/Skills:

- Understanding of agricultural equipment.
- Experience with Grain harvesting equipment.
- Familiar with the operation of farm machinery or a farm background.
- A solid background in Mechanical, Hydraulic and electrical systems.
- Experience with power, pneumatic, and hand tools.
- Customer service background.
- Must be able to lift 50 lbs. or more.
- Excellent verbal and written communication skills.



- Knowledge of Microsoft office including: Word, Excel, PowerPoint and Outlook.
- Ability to work in both team and independently.
- Excellent interpersonal skills.
- Analytical problem solving skills.
- Must hold and maintain a valid driver's license.
- Travel is required for this position

Qualifications:

- Related specialized diploma or equivalent is desirable or equivalent experience.
- Background in Mechanical, Hydraulic and electrical systems.
- Experience with power, pneumatic, and hand tools.

Geringhoff offers great Benefits:

- Medical, Dental and Vision Insurance with HSA/with employer contribution
- 401k/with company match
- Short-term disability
- Paid time off
- 9 Paid Holidays

If interested, please apply at Geringhoff.com and attach your resume or at [or](#) apply with Indeed directly.