



1000 Kubota Way
Grapevine, TX 76051
(817) 756-1171

JOB DESCRIPTION

POSITION INFORMATION: Entry Level trainee position that will provide experience in all facets of division operations. Ideally, this role will offer experience so that successful incumbents can transition into other roles needed within the division.

Position Title: Specialist I, Division Support

FLSA: Non-exempt

Division Name / Location: Southeast Division (Suwanee, GA)

Department Name: Division Operations

Supervisor Title: Division Director

Date Created: 4/22/2015

Date Revised: 5/5/2018

Successful Incumbents:

- ✓ Must have a Bachelor's Degree (preferably in Agribusiness, Ag Communications, Ag Mechanization, or similar).
- ✓ Have successfully completed a Kubota Summer Internship is preferred but not required.
- ✓ Have a desire to pursue a career in the Ag Equipment Industry (i.e. sales, service, product development, customer or dealer network support, etc.).
- ✓ Have grown up on or around a farm and have worked with and/or are familiar with farm equipment and want to learn more about this side of the business.
- ✓ Are open and willing to travel and relocate in the future.

About Kubota

Kubota Tractor Corporation has been a leading manufacturer of agricultural, turf, hay and construction equipment in the U.S. for going on 50 years. With world Headquarters in Osaka Japan, and offices in 51 cities throughout North America, Europe and Asia, Kubota achieved revenues last year over \$11 billion. Although, agricultural equipment is Kubota's primary line of products, Kubota also produces a diverse line of other products including city wide water filtration systems, irrigation, piping, roofing, housing and large underground valves. We are also very proud of the fact that 50% of the products sold domestically are manufactured right in the U.S.



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Our Mission

Our mission, “For Earth, For Life,” speaks to our commitment to the preservation of the earth’s natural environment, while aiding in production of food and water supplies that are vital to societal needs as our world population continues to grow. That mission is realized each time a Kubota tractor harvests the land to produce life sustaining food or our construction equipment excavates to transport water resources or provide shelter.

BASIC PURPOSE AND SCOPE OF POSITION

Primarily provide administrative and phone support to the Division Parts and Wholegoods Department with a main objective of providing customer service/satisfaction and technical support to KTC Field Personnel as well as targeted Kubota Dealers within a designated Division. Also work with District Managers, Product Managers and Field Sales/Service on special assignments, and market analysis to increase overall understanding of the industry and KTC operations.

PRINCIPAL ACTIVITIES: This position does the following in accordance with all applicable Federal, State and local laws / regulations and the Company’s policies, procedures and guidelines:

1. Identify, assist, trouble-shoot and resolve dealers' inquiries in a timely and complete manner by utilizing resources such as manuals, KubotaLink, SAP and other computer programs.
2. Respond to dealers' order and shipping inquiries by researching and utilizing computer programs and shipping resources.
3. Work with District Managers and Regional Sales Managers to solicit dealer orders to increase overall month supply and promote designated programs to increase parts and/or wholegood sales as well as meeting truck load criteria to expedite shipments.
4. Regularly communicate with division employees, employees of other divisions and corporate office employees, to share information, access additional resources, and assist one another.
5. Provide ongoing support and take advantage of participating with: monthly RSM allocations; processing dealer equipment orders; processing container orders; order entry and releasing equipment for District Managers and RSMs; invoicing equipment; tracking equipment; processing direct ship orders.
6. Answer dealer product questions and concerns by referring to existing reference materials such as manuals and engineering releases.



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7. Assist with department communication regarding any gaps in available material
8. Provide support to help ensure dealer satisfaction, research, data entry and reporting support to field sales and service staff.
9. Other duties as assigned.

SPECIAL PROJECTS

Partner with departments to complete required projects and make recommendations to improve and change the scope of future efforts.

MINIMUM QUALIFICATIONS

EDUCATION, CERTIFICATIONS, AND TRAINING:

1. Bachelor's degree.
2. Previous customer service and/or leadership role experience preferred.
3. Successful previous Kubota internship completion a plus.

SKILLS AND BACKGROUND:

1. Some technical knowledge of tractors, construction equipment, turf equipment and/or hay equipment preferred.
2. Ability to learn, or experience with, farm/industrial/mechanical equipment, their applications and usages. Ability to learn, or experience with engines, parts and functions.
3. Good customer relation skills, including dispute negation skills.
4. Ability to learn and function multiple computer programs, parts, navigate through documents and information.
5. Proficient computer skills including Microsoft Office, e-mail and Internet research.
6. Ability to demonstrate flexibility and shift tasks at a moment's notice. Good organizational skills.
7. Strong positive communication skills (verbal, written, telephone etiquette, presentation).

LANGUAGE REQUIREMENTS:



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Must be able to read, write and communicate in English.

EQUIPMENT OPERATION (% of time, description, nature of service):

Description:	Service?
Office equipment including computer, copier, fax, phone, printer	No
Tractors, Compact Construction Equipment, and Turf	No

PHYSICAL REQUIREMENTS:

1. Typical office environment.
2. Must be able to lift up to 50 lbs, efficiently identify/handle objects.
3. The position will require active participation in all processes which includes but not limited to walking and sitting at a computer.

ADDITIONAL INFORMATION:

Must be able to work under pressure; maintain composure, and work through difference situations causing dealer frustration.

Must be willing and able to travel by car and airplane, sometimes overnight and sometimes for multiple days.

DISCLAIMER:

The information provided in the description has been designed to indicate the general nature and level of work performed by incumbents within the classification. This description is not intended to be a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job/classification. This job is intended to include the current essential functions of the job. Management reserves the right to add or modify the duties and responsibilities and to designate other functions as essential at any time.

How to apply:

Apply online at www.kubotaUSA.com and click on the "careers" tab and search for the *Division Support Specialist* job posting in Georgia. Please complete the online profile and upload your resume. Qualified candidates will be contacted.



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