

THERE'S ALWAYS OPPORTUNITY TO *GROW AT JAMES RIVER!*



WHAT DOES IT TAKE TO BE A JAMES RIVER SERVICE TECHNICIAN?

We provide customers with accuracy and efficiency; professionalism with that *wow-factor* customer service! Establish a partnership with the customer so they rely on you for their service needs every time.

SERVICE DEPARTMENT

✓ JDU ENROLLMENT

APPRENTICE TECH

GRADUATE OF JRE TECH PROGRAM OR TECHNICAL TRADE SCHOOL

ENGAGES IN LEARNING OPPORTUNITIES OF JOHN DEERE PARTS & MACHINES

ORGANIZED & PUNCTUAL

LEVEL 1 TECH

- ✓ 3 New Machine Qualification Classes
- ✓ Level 1 of JDU

INTERNAL & EXTERNAL CUSTOMER SERVICE

COMPONENT IDENTIFICATION & REPLACEMENT

KNOWLEDGE ON MAINTAINING ALL JOHN DEERE EQUIPMENT

LEVEL 2 TECH

- ✓ Levels 1-2 of JDU
- ✓ Construction & Forestry Capstone Class

ADVANCED SERVICE SOLUTIONS & PRODUCT SUPPORT

ELECTRICAL & HYDRAULIC DIAGNOSTICS

COMPONENT REBUILD & BASIC WELDING

LEVEL 3 TECH

- ✓ 3 Capstone Classes
- ✓ 2 Training Classes on Support Short Line

KNOWLEDGE OF WARRANTY SYSTEM & ROOT CAUSE FAILURES

QUALITY RELATIONSHIPS WITH CUSTOMERS

SPECIALTY IN A FOCUSED AREA OF SERVICE

LEVEL 4 TECH

- ✓ 4 Capstone Classes
- ✓ Management/Leadership Path!

TEAM TRAINING & DEPARTMENT LEADERSHIP

FINANCIAL KNOWLEDGE

ELITE SERVICE PERFORMANCE

At this point you can become a FIELD OR RESIDENT TECHNICIAN!

There are even more options to look into as you advance in the service department!

SHOP FOREMAN → **SERVICE WRITER** → **SERVICE MANAGER**

THIS EXPERIENCE CAN BE TRANSFERED INTO OTHER LEADERSHIP ROLES ACROSS AG, CF, AND TECHNOLOGY DEPARTMENTS!