

Service Manager

About Midway Farm Equipment

Midway Farm Equipment is a family-owned agricultural equipment dealership that has proudly served farmers since 1932. While we've maintained our single-location roots, our customers span a five-state region across the Upper Midwest. We specialize in the sales, service, and support of industry-leading equipment brands, including Massey Ferguson, Gleaner, Precision Planting, Versatile, and many other respected short-line manufacturers.

We're committed to providing exceptional customer service, quality workmanship, and building long-term relationships with both our customers and employees.

Position Summary

The Service Manager is responsible for leading the daily operations of the service department, ensuring efficient workflow, high-quality repairs, and outstanding customer service. This role provides leadership, technical guidance, and coaching to service technicians while maintaining department performance, profitability, and customer satisfaction.

Key Responsibilities

- Lead the service department by establishing priorities, managing workflow, and ensuring repairs are completed on schedule.
- Provide technical guidance, troubleshooting assistance, and quality oversight for shop technicians.
- Check in with technicians at least four times daily to review work status, answer questions, and provide support.
- Train, mentor, and develop service personnel using best practices in diagnostics, repair procedures, customer service, and manufacturer standards.
- Perform final inspections of completed repairs to ensure quality workmanship and customer satisfaction.
- Provide technical support to customers over the phone when needed.
- Resolve customer concerns and complaints promptly and professionally.
- Manage technician attendance, scheduling, breaks, vacation, sick leave, and other time-off requests to maximize productivity.
- Conduct ongoing performance evaluations, provide constructive feedback, and identify additional training opportunities.
- Ensure the service department has the necessary tools, equipment, and resources to operate efficiently.
- Maintain shop equipment and ensure all service tools are in safe working condition.
- Monitor monthly department performance metrics and implement improvements to achieve operational goals.
- Control department expenses while maintaining a high standard of service quality.
- Build relationships with area schools and technical programs to develop internship opportunities and recruit future technicians.
- Promote a safe, organized, and professional work environment.

Qualifications

- Minimum of 15 years of experience repairing agricultural equipment, diesel trucks, or construction equipment in a dealership environment.
- Proven leadership experience supervising, motivating, mentoring, and developing technicians.
- Experience with AGCO, Challenger, Gleaner, Massey Ferguson, Versatile, Cummins, or similar equipment is preferred.
- Strong knowledge of diesel engines, hydraulic systems, powertrains, and equipment maintenance practices.
- Ability to thrive in a fast-paced environment while managing multiple priorities and maintaining a strong sense of urgency.
- Excellent customer service and problem-solving skills.
- Strong interpersonal, verbal, and organizational communication skills.
- Exceptional attention to detail and commitment to quality workmanship.
- Appreciation for efficiency, continuous improvement, and quality control.
- Ability to work extended hours during seasonal demand.
- Valid driver's license with a verifiable safe driving record.

Benefits

Midway Farm Equipment offers a competitive benefits package, including:

- Medical, dental, and vision insurance
- Health Savings Account (HSA)
- Life and disability insurance
- AFLAC supplemental insurance
- SIMPLE IRA with company matching contributions
- Paid Time Off:
 - 90 hours of paid vacation
 - 54 hours of paid sick leave
 - Seven paid holidays
- Bereavement leave
- Company-provided uniforms

Join Our Team

If you're an experienced service professional who enjoys leading people, solving complex technical challenges, and helping customers succeed, we'd like to hear from you. Join a company with over 90 years of history, strong family values, and a reputation for delivering outstanding service throughout the Upper Midwest.

Email resume to lisa.rothenberger@midwayfarmequip.com