

## Position Description

**Title:** Service Technician

**Date of Issue:** May 2023

### POSITION SUMMARY

CRV USA is seeking a Service Technician to travel among client farms performing bovine artificial insemination (AI). The successful candidate will be expected to provide reliable, consistent support on farm to CRV USA clients. Effective communication and timely, reliable follow through with customers will be expected. This position will serve Lewis and Jefferson Counties in New York state.

The ideal candidate actively supports CRV's Mission and Values and displays behavior consistent with CRV USA's Core Competencies as listed below.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### General Duties and Responsibilities

- Responsible for travelling to customers throughout a designated market to perform bovine artificial insemination.
- Safely and responsibly operate and handle CRV vehicles and AI storage containers following all company regulations.
- Work with the team to ensure appropriate arrangements are made for product delivery.
- Successfully complete AI breedings on cattle.
- Understand and implement reproductive strategies with the end goal of increasing fertility.
- Prepare reports for sales or team leader regarding insemination results and other information as required in a timely manner.
- Ability to knowledgably and safely handle liquid nitrogen.

#### Other Functions and Responsibilities

CRV USA places a high level of importance on the teamwork approach and a willingness to perform duties which may not necessarily be included in this job description.

### QUALIFICATIONS

#### Core Competencies

- Customer and results oriented.
- Understands job expectations and takes action without being prompted.
- Works independently in a professional, customer centered reliable manner while taking personal responsibility for assigned duties. Can also pivot to support a team environment.
- Generates original ideas and develops innovative solutions to help grow the business.
- Encourages flow of information, shares information and displays active listening.
- Flexible and adaptable to changing priorities and assignments. Willingly embraces start-up environment and maintains market awareness.
- Highly organized and focused.
- Maintains confidentiality at all times.



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**CRV USA Holdings Inc.** • 2418 Crossroads Drive, Suite 2300 • Madison, WI 53718  
P 608 441 3202 • TF 855 CRV COWS • info@crv4all.us • [www.crv4all.us](http://www.crv4all.us)

### **Position Specific Competencies**

- Excellent reliability and ability to maintain a consistent, predictable schedule.
- Attention to safety and surroundings for self, farm staff and animals.
- Ability to act with integrity and in the combined best interested of CRV and the client.
- Displays a passion for cows and business activities related to successful farming. A passion we share with farmers worldwide.

### **JOB SPECIFIC QUALIFICATIONS**

- Experience with a bovine artificial insemination company or within a closely related industry desired.
- Ability to travel within assigned area greater than 50% of time.
- Willingness to be coached and to learn from others for professional improvement.
- Proven ability to build, establish and develop relationships within the CRV teams and our customers.
- Successful track record of working independently to meet/exceed team goals while performing in a trustworthy, reliable manner.
- Ability to effectively communicate and develop relationships with people in a wide variety of settings within CRV as well as producers/clients.
- Foster an environment of collaboration and integrity with staff to ensure customer satisfaction and timely delivery of product.

### **PHYSICAL REQUIREMENTS**

This job requires the incumbent to:

- Sit, stand, bend, kneel and lift on a regular basis.
- Use a keyboard regularly.
- Work in large animal care environments and to demonstrate product use on dairy farms and their resident herds.
- Speak and listen in person and on the phone.
- See mid, near and far range.
- Ability to lift and/or move physical inventory weighing up to 50 pounds.
- Speak, write, and read fluently in English.

**WORK LOCATION:** New York State – Lewis & Jefferson County

**SUPERVISED BY:** Team Leader

**SUPERVISES:** This position does not provide direction to subordinate staff.

**STATUS:** Non-Exempt