

## **Agronomy Student Intern**

The Reynolds Farm Equipment Precision Ag/AMS Internship gives you the ability to learn and grow in several areas of our AMS Department. Training will be provided in areas such as Precision Ag Support, AMS Operations and Integrated Solutions Support & Technology. This internship provides an excellent base for a career in Precision Ag, Integrated Solutions, Ag Sales, Agriculture Business, or Agronomy. The Agronomy Intern assists and supports all personnel to be as efficient as possible by providing clear communication and following through with tasks. The Agronomy Intern must practice confidentiality both in and out of dealership and maintain a positive attitude while working to improve teamwork between all dealership personnel. Most importantly, perform all duties with honesty, integrity, and adherence to Corporate Values.

### **Reynolds' Values:**

- **Embrace progress towards a great Reynolds Experience:** Challenge yourself every day to create a great Reynolds Experience for customers, our fellow team members, and our community. Grow relationships and trust that are unrivaled in the industry.
- **Choose to have a positive approach to making ourselves better every day:** Get excited and have a desire to expand your knowledge and provide greater value to customers, our company, and our teammates.
- **Make Decisions Like an owner:** Do what's right to build an award-winning, profitable company. You are never wrong to do the right thing!

### **Responsibilities:**

- Assists with monitoring incoming calls to the Support Center and quickly and accurately resolve common data, digital and embedded solution questions and errors
- Learn to perform remote diagnostics using Remote Display Access (RDA)
- Develop strong relationships with appropriate individuals in sales and service departments for ticket escalation as needed
- Learn how to leverage Operations Center and connected apps to review and edit customer data
- Possibly learn about JDLink, Crop assessment, GPS technology, gradecontrol systems, and other precision farming products/technology/applications with Precision Ag solutions
- Abide by company data privacy policies
- Quickly and accurately document and communicate summaries of actionable recommendations
- Analyze call and ticket data to provide training recommendations on frequently asked questions
- Maintain a positive and professional working relationship with peers, management, and support resources with commitment to teamwork and exemplary customer service
- May work longer hours, including some late evenings and some weekends
- Follows all safety rules and regulations in performing tasks in alignment with Reynolds, Federal/State DOL, and OSHA safety protocols and procedures
- Promote and maintain positive attitude by positively affecting vendors and employees

### **Experience, Education, Skills, and Knowledge:**

- Proficient ability in data entry/keyboarding skills
- Experience connecting with customers, maintaining professional image, and establishing rapport
- Interest in understanding the basics of the selling process, customer resolutions/strategies, and technology communications systems
- Proficient ability to use standard desktop load applications such as Microsoft Office, email, internet functions,
- Ability to learn how to use company provided computer software-based systems and/or applications
- Ability to work some longer hours and travel to store locations and customers

- Unwavering commitment to confidentiality
- Solid organizational, interpersonal, analytical and communication skills
- Demonstrated ability to manage multiple projects simultaneously with a degree of independence
- Experience analyzing and interpreting data and reports
- Thrive in a fast-paced environment while working as a team and independently
- Detail oriented; pay attention to detail and ensure accuracy
- Must maintain good standing in grades/GPA
- Valid Driver's License and reliable transportation is required with verifiable safe driving history

### About Reynolds Farm Equipment

Reynolds Farm Equipment is a regional John Deere dealer with retail locations throughout central Indiana. Founded by farming husband and wife A.W. "Mac" and Arline Reynolds in 1955, the family owned and operated company has emerged as a leading, award-winning dealership serving agricultural, residential, commercial, and construction customers in Indiana. Learn more online at [www.ReynoldsFarmEquipment.com](http://www.ReynoldsFarmEquipment.com) or visit our careers page to apply for this internship.

### About the Reynolds team

With an energetic company culture and a host of benefits, Reynolds Farm Equipment has emerged as an employer of choice for top talent. Here are just a few of the benefits that make us unique among other companies:

- Performance/Goal-based pay structure
- 401K/Roth IRA/Profit Sharing (Must be 21 years of age to participate)
- 90-day reviews to fuel performance and continuous learning
- Work gear discounts
- Fun, team-based environment
- Voted by employees as Indianapolis Top Workplaces six years running
- North American Farm Equipment Dealer of the Year by Farm Equipment Magazine (2020)

