



www.aednet.org

Associated Equipment Distributors
600 W. 22nd Street, Suite 220
Oak Brook, IL 60523
Phone: 630-574-0650
Fax: 630-574-0132



www.aedfoundation.org

Construction



**Careers in
Construction
Equipment and
Distribution**





Associated Equipment Distributors represents member companies involved in the distribution, rental and support of equipment used in construction, mining, forestry, power generation, agriculture and industrial applications. Its distributor member companies account for more than \$15 billion of annual sales of construction equipment and related supplies and services in the U.S. and Canada. The average distributor member achieves more than \$40 million per year in revenues, and employs 80 people.

These member companies include:

- Independent distributors that sell, rent, and provide aftermarket support for construction equipment and related equipment and products
- Manufacturers of construction and related equipment and products
- Suppliers of business services, including finance, insurance, business systems/ERP and others

AED enhances the ongoing success and profitability of its member companies by creating and providing high quality products, services and information, including:

- Public policy advocacy – AED is our members' voice in Washington
- Industry education, training and career development
- Research, analysis, and information on markets, economic and business trends, and performance benchmarks
- Events and opportunities that enhance networking, facilitate business-to-business interaction and cooperation, and cultivate sources of capital and finance
- Public relations that promotes knowledge, understanding, and enhancement of the evolving role of distributors in North American markets

AED believes in and encourages the highest business standards and ethical behavior, and is committed to strengthening the free enterprise system.

For more information, contact AED at 630-574-0650 or visit www.aednet.org.



Careers



Dealer Service Technician

Dealer Service Technicians repair and maintain equipment both in the dealership's shop and in the field. When equipment "goes down," it is critical to get it back up and running quickly. Downtime is unproductive and costly. Technicians ensure that repairs are completed on time and according to manufacturer specifications. They are at the front line in customer relations.

Skills and Knowledge Needed

- Equipment technology, ability to diagnose and repair problems
- Current technology – ongoing education
- Good customer communications skills

Courses in High School – Diploma Required

- English, writing, communications and business
- Advanced math and computer science
- Technical courses in diesel engines, hydraulics, powertrains and electric/electronic systems if available

College Education

- A.S. or A.A.S. college degree in equipment technology highly recommended
- AED-Accredited college programs and those sponsored by equipment manufacturers are among the best

Compensation

Entry Level Technician
Range: \$30,000 to \$45,000

Field Technician
Range: \$50,000 to \$75,000

Top Shop Technician
Range: \$45,000 to \$65,000



Construction equipment is one of the world's most technologically advanced industries. The industry has a great need for trained and skilled technicians to test and maintain equipment, diagnose problems and make high quality and efficient repairs.

Construction equipment dealers are always looking for talented young men and women like you to explore technician career opportunities that offer challenging and interesting work, the opportunity to grow personally and professionally and excellent compensation.

Associated Equipment Distributors (AED®), based in Oak Brook IL, is an international trade association of the construction equipment industry, representing more than 700 companies that sell, rent, service, manufacture and support equipment used in construction and construction-related industries. AED has served the industry since 1919.

The AED Foundation is an affiliate of Associated Equipment Distributors (AED®). Founded in 1991, The AED Foundation supports AED's overall mission by providing professional education and workforce development services for the construction equipment industry.

Technician



Sales or Rental Representative and Manager

Sales or Rental Representatives and Managers develop excellent customer relationships, sell or rent equipment dealer products and services, and solve customer problems within assigned territories. Representing one or more product lines, they help customers understand how dealer products and services best meet their needs, and coordinate related issues with manufacturers and within the dealership.

Skills and Knowledge Needed

- Excellent customer relationships, problem solving, oral and written communication skills and the ability to negotiate effectively
- Ability to learn dealer product lines, technology and applications, and sales and rental related computer systems
- Self-motivation and goal-orientation

Education

- Business or related college degrees are increasingly preferred
- Industry-related education: sales, rental, management, marketing and technology

Compensation

Outside Salesperson

Range: \$65,000 to \$110,000

Sales Manager

Range: \$80,000 to \$160,000

Rental Manager

Range: \$50,000 to \$85,000

Product Support Sales Representative

Product Support Sales Representatives are responsible for profitable inside and/or field sales of parts, services and product support programs. They help customers understand how dealer-provided parts, service and maintenance plans can be more cost-effective. PSSRs coordinate product support customer activity, including problem resolution with parts, service and other departments, to provide excellent customer service.

Skills and Knowledge Needed

- In-depth knowledge of construction equipment technology and applications
- Dealer's equipment product lines
- Ability to learn in-house parts and service information systems
- Initiative and self-motivation
- Strong customer relationship abilities

Education

- Business or related college degrees are increasingly preferred
- Industry-related education: sales, management, marketing and technology

Compensation

Product Support Sales Representative

Range: \$55,000 to \$85,000

Product Support Sales Manager

Range: \$65,000 to \$110,000

Represent



Service Manager

Service Managers provide overall leadership, direction and support for the Service Department at a dealer's headquarters or branch location. They are responsible for planning, staffing, training, warranty claims and efficient workflow. Procedures must ensure accurate quotations, correct diagnosis of problems, high quality repair/maintenance work, minimal "re-do" work, customer follow up and customer satisfaction and retention.

Skills and Knowledge Needed

- Communication and problem solving
- Ability to wear many hats: supervising, prioritizing, managing details and efficiently managing workflow
- Prior background as a technician or a good knowledge of equipment technology
- Ability to motivate staff and maximize productivity

Education

- A.S. or A.A.S. college degree in equipment technology highly recommended
- Business courses or degree; industry-specific service management courses

Compensation

Range: \$55,000 to \$85,000



Parts Manager

Parts Managers provide overall leadership, direction and support for a dealer's Parts Department, at a headquarters or branch location. The position includes preparing the department's annual plan/budget, forecasting, achieving financial goals and objectives, and hiring and training staff. Parts Managers must also be able to establish strong relationships with customers and vendors.

Skills and Knowledge Needed

- Strong organization, communication, customer service and leadership skills
- Must know the dealer's entire parts line and inventory
- Technical and application knowledge of the products and parts the company sells
- Timely and efficient inventory management: sourcing, orders, delivery and replenishment
- Familiarity with purchasing and inventory computer systems

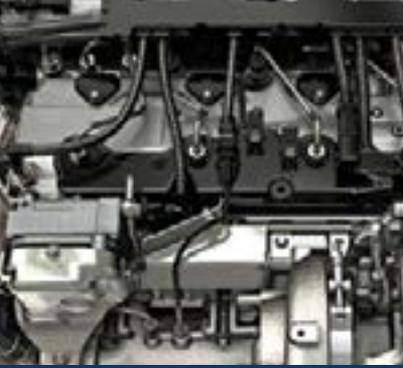
Education

- Two-year college technical degree or business degree recommended
- Industry specific courses in parts management are beneficial

Compensation

Range: \$50,000 to \$75,000





Branch Manager

Branch Managers are responsible for running dealer branch stores. A branch is self-sustaining and equipped to sell and rent equipment and provide parts and service. Branches serve customers best through strong local relationships, thorough knowledge of customer needs, and convenience. Duties include management of all operations, budgets, planning, company communications, and full accountability for profit and loss.

Skills and Knowledge Needed

- Knowledge and ability to successfully manage sales and rentals, marketing, parts, service and overall administration
- Able to lead, inspire and motivate staff to efficiently reach goals and objectives
- Excellent customer relations skills
- Problem solving and maintaining inter-company relationships with headquarters and other branches

Education

- Associate's or Bachelor's degree in business or related area increasingly desired
- Additional coursework specifically related to dealer operations is valuable

Compensation

Range: \$70,000 to \$145,000

Manager