

Kubota Engine America

JOB TITLE: Dealer Development Project Coordinator (DDPC)
DEPARTMENT: Service Engineering
REPORTS TO: Dealer Development Manager
FLSA STATUS: Exempt

Job Description Summary:

The Dealer Development Project Coordinator (DDPC) will work collaboratively with the Kubota Engine Service Network (KESN) and the Kubota Distributor Network to assist in the implementation of the Dealer Development Strategy. This role will assist with the new initiatives to improve overall end user customer satisfaction through Service, Training, Dealer Engagement and other initiatives resulting in overall increased Market Share penetration.

Duties and Responsibilities:

- Assist in establishing and developing the Dealer Development Department, including creating processes, procedures, and best practices.
- Coordinate and manage various projects related to dealer development, including market research, surveys, evaluations, dealer/distributor manuals and expansion initiatives.
- Aid in improving the Kubota Dealer Network by working through and with the Distributor Network. To develop and improve dealers, experience working with a network of distributors to keep their close dealer/distributor relationship will be essential to expand the department internally and externally.
- Collaborate with cross-functional Kubota departments to ensure alignment and support for Dealer Development initiatives.
- Provide administrative support including presentation material prep, maintaining records, creating documents, preparing reports and project follow through.
- Consult and interview Distributors, Dealers, OEM's, and Management on network issues. Provide feedback and recommendations for improvement back to Kubota.
- Responsible for dealer onboarding process and ongoing account maintenance for assigned dealers and distributors. Support and maintain the master dealer list, contracts and dealer locator.
- Collaboratively assist in training and influencing the Distributor Network on the Kubota Corporate and Dealer Development Strategy. That will include interaction with all departments at the distributor, specifically including the Distributor Dealer Develop Staff.
- Assist in the development of reports and dashboards to track distributor performance. Maintain the Distributor Scorecard "Key Performance Indicator (KPI)" report and provide regular updates to management. Work with internal departments to schedule, host and follow through with meetings related to reports and dashboards.
- Analyze and report on Key Performance Indicators (KPI) to measure the success of Dealer Development efforts.
- Identify new partner opportunities, and rewards for current partners.
- Ensure all documentation and process follow ISO-9001 standards for Kubota and the Dealer Development Department.
- Communicate, organize, and maintain confidential information and material.
- Follow safety guidelines and department and corporate policies and procedures.
- Maintain an organized and secure work environment.
- Other job tasks as required

Job Knowledge, Skills and Abilities:

- Effective people and communication skills to interact across all levels of an organization.
- Ability to be flexible and balance various projects with effective time management skills. Proactive mindset and utilize independent thinking to report improvement opportunities.
- Maintain a team effort within the department that is customer focused.
- Take steps to implement a universally similar experience for our customers.
- Proven experience in project coordination, dealer development, sales analysis, business analytics, territory management or related field.

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- Experience with engines diesel & gasoline, outdoor power equipment, construction, generators, tractors or similar is a plus.
- Knowledge of industry trends and market dynamics.
- Strong organizational and multitasking skills with the ability to manage multiple projects simultaneously.
- Excellent communication and interpersonal skills to effectively work with a network of distributors, dealers, OEM's and internal stakeholders.
- Strong analytical and problem-solving skills with the ability to translate data into actionable insights.
- Excellent communication and presentation skills, with the ability to collaborate effectively with cross-functional teams and external partners.
- Experience working with Dealer Management Systems (DMS) or Customer Relationship Management (CRM) platforms.
- Ability to travel as needed to meet with dealers and attend industry events.
- Intermediate Knowledge of Word, PowerPoint, Excel and project management tools.
- Experience with the following software is a plus:
 1. Systems, Applications & Products in Data Processing (SAP)
 2. Docusign
 3. SharePoint
 4. Adobe, Adobe Acrobat, Adobe Pro
 5. Customer Relationship Management (CRM) software
- Ability to travel up to 35% of the time or more, possibly with last minute notice, throughout North America

Education and Training:

- Bachelor's degree in business, business management, business administration, marketing, finance, or a related field preferred.
- 2+ Years experience in an independent dealer environment.
- 2+ Years previous experience in travel, visiting and calling on Dealers, Distributors, OEM's or National/Direct Accounts.

Physical Demands

- Sitting for long periods of time. Time of walking, stooping, bending, and reaching.
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Movement by holding, turning, and grasping, pushing and pulling of objects.
- Reaching by extending hands in any direction.
- Ability to hear and carry normal conversations on phone or in person.
- Ability to drive a car and travel by air for extended periods of time.
- While traveling, will experience noise and comfort levels common to automobiles and airplanes
- Ability to see more than 20 feet.
- Ability to see color and see/read computer screen.
- Regular lifting and/or moving up to 50 pounds.
- Feeling temperature, shape, or texture by means of senses in skin.
- Exposure to engine testing labs, noise level ranges from moderate to very loud.
- Exposure to vibration, fumes, gases, and proximity to moving mechanical parts.
- Handling of potentially dangerous chemicals or other substances, dangerous equipment, and tools.
- Work produced is subject to precise measures of quality and quantity.

Work Environment

- Work is commonly performed in an office environment.
- Visits to dealers, Distributors, OEM's in front of shop, back and outside.
- Limited exposure to the warehouse. Limited exposure to temperature variations when shipping doors are open or when traveling.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: _____

Date: _____

Supervisor/
Manager: _____

Date: _____