



## Regional Product Support Manager – Northern Midwest U.S. Territory

**Location:** Northern Midwest Region (ND, SD, NE, KS, MN, IA, MO, IL, WI)

**Department:** Product Support

**Reports To:** Director of Product Support & Service

**Position Type:** Full-Time

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### About LGMG North America

LGMG NA is a growing and innovative provider of Aerial Work Platforms (AWP) and Telehandlers across North America. We are committed to delivering exceptional customer support, dependable equipment, and a superior service experience. Our Product Support team plays a critical role in ensuring our customers operate safely, efficiently, and with confidence.

We are seeking an experienced and service-driven **Regional Product Support Manager** to support the Northern Midwest U.S. territory.

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### Position Summary

The Regional Product Support Manager is responsible for providing top-tier field support, technical troubleshooting, and product training to customers throughout the assigned region. This role acts as the primary liaison between the customer and internal LGMG teams, ensuring timely issue resolution and a consistent, positive support experience. The ideal candidate brings hands-on technical expertise, strong communication skills, and a customer-first mindset.

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### Key Responsibilities

#### 1. Customer Support

- Deliver technical support to customers via phone, email, and onsite field visits.



- Troubleshoot mechanical, electrical, and hydraulic issues on LGMG equipment.
- Document field findings, service actions, and customer interactions accurately.

## **2. Technical Expertise**

- Develop a deep understanding of LGMG AWP and Telehandler product lines.
- Maintain up-to-date knowledge of product changes, service campaigns, and technical bulletins.
- Assist in improving service manuals, troubleshooting guides, and technical support tools.

## **3. Training & Education**

- Conduct technical training for dealers, end-users, and internal teams.
- Create or update training content to ensure relevance with current product offerings.
- Educate customers on proper operation, troubleshooting techniques, and preventive maintenance.

## **4. Cross-Functional Collaboration**

- Work with Product Support leadership to address recurring issues or customer concerns.
- Provide timely feedback to Engineering, Sales, and Product Development teams.
- Participate in team meetings and contribute insights to strengthen overall support strategies.

## **5. Continuous Improvement**

- Identify areas for improving service processes, response times, and field performance.
- Track regional equipment performance and report recurring issues.



- Support initiatives aimed at improving reliability, customer satisfaction, and brand reputation.

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## Qualifications

- Bachelor's degree in a related field (preferred).
- 3+ years of experience in field service, product support, or a similar technical role.
- Strong mechanical, electrical, and hydraulic systems understanding.
- Excellent communication, customer service, and organizational skills.
- Ability to diagnose field issues logically and work autonomously.
- Comfortable using diagnostic software, service documentation tools, and digital platforms.
- Willingness to travel **75% or more** across a large multi-state territory.

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## Working Conditions

- Extensive regional travel to customer sites, rental branches, and job locations.
- Exposure to outdoor environments, industrial job sites, and variable weather conditions.
- Ability to handle pressure and manage multiple field priorities effectively.

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## Compensation & Benefits

- Competitive salary based on experience and qualifications.
- Comprehensive benefits including medical, dental, vision, retirement planning, and paid time off.
- Opportunities for ongoing professional development and advancement.



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## **Equal Opportunity Employer**

LGMG NA is an equal opportunity employer. We value diversity and are dedicated to fostering an inclusive workplace for all employees.

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