



## Job Description

Company: CLAAS FARMPOINT

Position: General Manager - Operations - FARMPOINT

Location: Columbus, Indiana

FLSA Classification: Exempt

Reports to Primary: SVP Global CLAAS Retail

Reports to Disciplinary: Senior Vice President - Americas

### Company:

CLAAS is a leading global manufacturer of agricultural machinery and technologies, headquartered in Harsewinkel, Germany. Founded in 1913 by August Claas, the company has evolved into one of the world's leading producers of harvesting technology, best known for its high-performance combine harvesters, forage harvesters, tractors, and advanced agricultural solutions.

With a strong commitment to innovation and engineering excellence, CLAAS has been instrumental in transforming modern farming. From pioneering the first self-propelled forage harvesters to developing cutting-edge digital platforms for precision farming, the company is at the forefront of sustainable, high-efficiency agriculture.

Operating in more than 140 countries, CLAAS employs over 13,000 professionals and runs production sites in Germany, France, the U.S., India, Russia, and South America. Its comprehensive portfolio includes harvesters, balers, tractors, mowers, telehandlers, and smart farming software that supports data-driven decision-making on the field.

A vital part of CLAAS's commitment to customer satisfaction is [FARMPOINT](#)—its dedicated service and support network. FARMPOINT is a mobile-first, technology-driven parts and equipment service provider built entirely around you and your farm — bringing you the solutions you need, when and where you need them. FARMPOINT provides farmers with fast, expert assistance, spare parts, and technical support to ensure maximum uptime and efficiency during the critical seasons of planting and harvest. With strategically located centers and highly trained personnel, FARMPOINT strengthens the connection between CLAAS and its customers, delivering unmatched reliability and peace of mind.

As a family-owned company rooted in tradition and driven by forward-thinking innovation, CLAAS—together with FARMPOINT—is committed to shaping the future of agriculture with smarter, more sustainable solutions.

### Opportunity:

The General Manager-Operations is responsible for providing tactical leadership that drives the sustained growth and profitability of the CLAAS-owned FARMPOINT™ clusters. The position has full P&L

responsibility over all clusters and consistently ensures the highest level of customer support and service for its customers. The role is responsible for leading the CLAAS FARMPOINT brand and culture that is fully aligned with the Global CLAAS strategy. The General Manager-Operations has the necessary competencies to effectively manage multi-retail locations and is responsible for overall business planning and driving results including but not limited to cultivating and transforming processes to support equipment Sales (new and used), Parts & Service, appropriate inventory management, accounting & financial functions, management and development of dealership personnel, and safety. The position will ensure the marketing strategy is in line with appropriate corporate guidelines. The position has oversight of developing cooperative relationships with key stakeholders

**Key Accountabilities & Essential Functions:**

- Progressively manages the continued development of business processes to grow profitable CLAAS FARMPOINT operations.
- Develops and implements strategies that align with CLAAS FARMPOINT's business objectives, ensuring the efficient use of resources and establishes processes that enhance productivity and profitability of the retail clusters.
- Responsible for retail revenue and margin generation, as well as defining and implementing standards and processes for tactical growth in cooperation with CLAAS North America and Global CLAAS Retail leadership.
- Manages the financial planning and analysis functions, including budget preparation, forecasting, and variance analysis. Ensures that financial statements are accurate and compliant with regulations. Monitors key performance indicators (KPIs) to assess operational effectiveness and financial health.
- Identifies and assesses opportunities for business expansion and new operational initiatives. Conducts regular market research and feasibility studies to validate potential growth strategies and ensure they are financially sound.
- Establishes and tracks comprehensive KPIs to evaluate and report on operational performance. Conduct systematic assessments and implement necessary adjustments to meet corporate objectives.
- Works closely with internal and external stakeholders to drive operational improvements. Maintains strong relationships with key partners, ensuring their needs are met while actively promoting the CLAAS FARMPOINT brand.
- Fosters a culture of excellence, encouraging innovation and continuous improvement across all operational facets. Ensures adherence to CLAAS principles of managing and promoting teamwork, respect, and a commitment with high performance.
- Ensures all operational practices meet or exceed safety regulations and compliance standards. Provides consistent training and support for staff in safety practices and protocols.
- Prepares comprehensive reports and recommendations for the Senior Management Team, providing insights into operational performance and strategic recommendations for improvement.
- In cooperation with North America Human Resources, hires, trains, develops, and appraises staff effectively. Identify employees' skills and develop them by coaching and counseling on a regular basis. Conducts performance appraisals timely and provides continual feedback on performance. Takes timely corrective action, as necessary, and in accordance with company policies. Works closely with the North America Human Resource Department to handle disciplinary matters, grievance resolutions, and other personnel related issues.

- Adheres to established company values, practices, policies and procedures at all times. Follows and supports compliance with all applicable safety rules, laws, regulations and standards.
- Demonstrates regular and punctual attendance at the assigned work location.

**Additional Functions:**

- Other tasks assigned or required by management.

**Qualifications:**

- 7+ years of related experience in dealer operations and growing retail business within relevant industry sectors.
- Business, Sales, and Customer Service minded individual with practical industry experience and knowledge of captive dealer network.
- Proven ability to effectively manage a cluster environment while supporting customer driven directives, including strong understanding of parts and service department functions and how they directly contribute to the store profitability and customer satisfaction.
- Excellent sales management skills. Strong networking and negotiation skills. Proven ability to persuade and influence others.
- Advanced experience leading both exempt and non-exempt level employees; experience in team supervision and management as well as training and staff development; demonstrated ability to lead and motivate others. Ability to give employee feedback in verbal and written form succinctly and timely.
- Demonstrated ability to build brand image and develop brand awareness.
- Ability to communicate and implement unconventional / innovative ideas in a collaborative manner.
- Experience and proven success in optimizing organization performance and growth.
- Proven ability to successfully launch new product lines into local market sectors.
- Proven collaborative customer relationship management skills.
- Strategically minded, process driven, analytical change agent and decision maker with a clear vision and the ability to implement improvement measures directly impacting positive performance.
- Ability to read and accurately interpret financial statements.
- Exceptional written and oral communication skills, ability to maintain confidentiality and tact and to effectively conduct presentations/public speaking.
- Exceptional project management skills with a strong track record of success in managing multiple projects.
- Excellent change management skills – enjoys new challenges, displays pro-active behavior, self-motivated and ownership of tasks.
- Knowledge of local, regional and national regulations for business practices, employment and safety laws.
- Must be able to meet deadlines and handle a high-volume workload in a fast-paced environment with a strong attention to detail.

**Education:**

- Bachelor's degree in Business Administration, Ag Economics or related field highly desired, or equivalent work experience. Master's in Business Administration, preferred, not required.

**Physical & Work Requirements:**

**Manages Others:**

Yes       No

**Physical Demands:**

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Yes	No		Yes	No
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Crouching/Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving <small>[Must have valid driver's license with continued verifiably safe driving history]</small>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Turning/Twisting/Leaning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Balancing/Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lifting and/or Carrying, up to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

**Mental Demands:**

Check each of the mental capabilities that are required to perform the essential functions of this position.

<b>Comprehension</b>	
<input checked="" type="checkbox"/>	Ability to understand, remember, and apply oral and/or written instructions or other information in English
<input checked="" type="checkbox"/>	Ability to understand, remember, and communicate routine, factual information
<input checked="" type="checkbox"/>	Ability to understand complex problems and to collaborate and explore alternative solutions
<input checked="" type="checkbox"/>	Ability to understand opposing points of view on issues and to negotiate and integrate different viewpoints
<b>Organization</b>	
<input checked="" type="checkbox"/>	Ability to organize thoughts and ideas into understandable terminology
<input checked="" type="checkbox"/>	Ability to organize and prioritize own work schedule on short-term basis (daily tasks, special projects, etc.)
<input checked="" type="checkbox"/>	Ability to organize and prioritize work schedules of others
<b>Reasoning and Decision Making</b>	
<input checked="" type="checkbox"/>	Ability to apply common sense in performing job
<input checked="" type="checkbox"/>	Ability to make decisions which have moderate impact on immediate work unit
<input checked="" type="checkbox"/>	Ability to make decisions which have significant impact on the immediate work unit and moderate impact outside immediate work area
<input checked="" type="checkbox"/>	Ability to make decisions which have significant impact on the department's credibility, operations, and services
<b>Communication</b>	
<input checked="" type="checkbox"/>	Ability to understand and follow basic instructions and guidelines
<input checked="" type="checkbox"/>	Ability to complete routine forms, use existing form letters and/or conduct routine oral communication
<input checked="" type="checkbox"/>	Ability to compose letters, outlines, memoranda, and basic reports and/or to orally communicate technical information
<input checked="" type="checkbox"/>	Ability to communicate with individuals utilizing a telephone; requires ability to hear and speak effectively on phone

<input checked="" type="checkbox"/>	Ability to express or exchange ideas by means of the spoken word, communicating orally with others accurately and effectively
<input checked="" type="checkbox"/>	Ability to make informal presentations, inside and/or outside the organization. Speaking before groups.
<input checked="" type="checkbox"/>	Ability to compose materials such as detailed reports, work-related manuals, publications of limited scope or impact, etc., and/or to make presentations outside the immediate work area
<input checked="" type="checkbox"/>	Ability to formulate complex and comprehensive materials such as legal documents, authoritative reports, official publications of major scope and impact, etc., and/or to make formal presentations
<b>Mathematics</b>	
<input type="checkbox"/>	No mathematical ability is required
<input checked="" type="checkbox"/>	Ability to count accurately
<input checked="" type="checkbox"/>	Ability to add, subtract, multiply, divide and to record, balance, and check results for accuracy
<input checked="" type="checkbox"/>	Ability to compute, analyze, and interpret numerical data for reporting purposes
<input checked="" type="checkbox"/>	Ability to compute, analyze, and interpret complex statistical data and/or to develop forecasts and computer models
<b>Vision, Perception &amp; Cognition</b>	
<input checked="" type="checkbox"/>	Close Vision (clear vision at 20 inches or less)
<input checked="" type="checkbox"/>	Distance Vision (clear vision at 20 feet or more)
<input checked="" type="checkbox"/>	Color vision (ability to identify and distinguish colors)
<input checked="" type="checkbox"/>	Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
<input checked="" type="checkbox"/>	Depth perception (three dimensional vision, ability to judge distances and spatial relationships)
<input checked="" type="checkbox"/>	Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
<input checked="" type="checkbox"/>	Memory (short and long term)
<input checked="" type="checkbox"/>	Multistep Procedures
<input checked="" type="checkbox"/>	Multitask (more than one task at a time)
<input checked="" type="checkbox"/>	Teamwork (able to handle conflict or disagreements appropriately)
<b>Other</b>	
<input type="checkbox"/>	Additional comments regarding mental capability requirements:

**Working Conditions:**

- Normal office/dealership environment where there is minimal discomfort due to dust, noise, or temperature

**Equipment/Device Operations:**

List all computers, peripherals, and other hardware <b>required</b> to perform this job:	List all computer software experience <b>required</b> to perform this job:	List of all office machines <b>required</b> to perform this job:
PC or Laptop, iPad, cell phone, keyboard, mouse	Outlook, Word, Excel, PowerPoint (or equivalent), SAP preferred, ERP, Salesforce	Telephone, Photocopier, Fax, Scanner
List of any other machines (including heavy equipment) <b>required</b> to perform this job:	List all tools involving manipulation that are <b>required</b> to perform this job:	List all vehicles that <b>must</b> be operated to perform this job:
		Motor vehicle

Please enter any additional equipment used (such as electrical modalities, etc.) not listed in the table above:

**Commitment to the Company's Principles of Managing and Working Together:**

Even with activities around the globe and worldwide production, CLAAS remains a family company. A company in which everyone has a shared idea of how we should work together.

- **Respected.** Every CLAAS employee deserves to be respected as a person and recognized for the work that he or she does. CLAAS employees demonstrate Respect to one another in how they communicate with and behave towards one another.
- **Involved.** Working together cooperatively in our company requires that staff are involved both in forming opinions and in making decisions. CLAAS employees demonstrate Involvement by sharing their opinions in a manner that helps solve problems and make decisions that benefit the organization.
- **Reliable.** CLAAS employees work together based on credibility, loyalty and trust. CLAAS employees demonstrate Reliability through their integrity, attendance, and commitment to accomplish goals on time and with high quality.
- **Prepared to change.** As a company, we will be especially successful if we understand and view constant change as an opportunity. CLAAS employees demonstrate their Preparedness to Change through their willingness and ability to adapt in order to capitalize on opportunities and continuous improvement.

**Statement of Understanding:**

The above statements are intended to describe the general nature of the work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**Discover Columbus, Indiana:**

Looking for a place that blends welcoming community vibes with a bold architectural spirit? Welcome to **Columbus, Indiana** — a hidden gem in the heart of the Midwest where small-town charm meets world-class design! Located in Bartholomew County about 45 miles south of Indianapolis, Columbus is home to approximately 50,000 residents and is often celebrated as one of the most architecturally significant small cities in the United States.

What sets Columbus apart is its bold commitment to design. Through a visionary public-private partnership that began in the mid-20th century—spearheaded by J. Irwin Miller of Cummins Inc.—the city invited internationally renowned architects such as Eero Saarinen, I.M. Pei, and César Pelli to design public buildings, schools, churches, and parks. Today, Columbus boasts more than 70 notable buildings and landscapes designed by a roster of modernist legends, making it a destination for design and architecture enthusiasts from around the world.

Columbus is also an important hub for advanced manufacturing and engineering, anchored by Cummins Inc., a global leader in engine and power technology. The city's economy benefits from a diverse industrial base, a skilled workforce, and strong civic collaboration that supports innovation and quality of life.

Beyond architecture and industry, Columbus offers vibrant cultural attractions, public art, walkable neighborhoods, and family-friendly amenities. Its commitment to education, community development, and



inclusivity has earned it national recognition as a model for small-city excellence. With a unique mix of creative legacy, economic strength, and small-town warmth, Columbus, Indiana continues to thrive as a forward-thinking community rooted in purpose, design, and innovation. [Click here](#) to learn more!

**About Cornerstone Executive Search – Kansas City:**

Cornerstone Executive Search – Kansas City (CKC) is a leading retained executive search firm based in Prairie Village, Kansas that helps great companies recruit great people. For more than 40 years, Cornerstone Executive Search – Kansas City has excelled in serving its client companies with executive talent acquisition, leadership development and career transition services across the Central Midwest region of the United States. Cornerstone Executive Search – Kansas City has successfully completed more than 1,600 retained executive search assignments for C-suite, President, Vice President, Director and Senior Management-level positions. To inquire about how Cornerstone Executive Search – Kansas City can serve your executive talent acquisition needs, please [click here](#) to visit our website.

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