

## Career Profile:

# Customer Service Representative

Customer Service Representatives utilize a variety of tools, methods, and techniques to ensure that customers are satisfied and that their needs are met. They also support those in sales and management roles to ensure that sales targets are achieved. These employees tend to also have direct contact with scale traffic at the co-op, being responsible for shipping papers, grading and weighing of commodities, and coordinating bulk delivery loads.

### What Responsibilities Will I Have?

- Provide exceptional customer service, greet all customers in a positive and friendly manner
- Develop a familiarity with customers and products offered
- Responsible for sales administration in an office environment and for establishing direct links with field representatives.
- Provide liaison between customers and the co-op by ensuring prompt and efficient processing of customer correspondence, requests and orders
- Direct general enquiries to appropriate channels
- Maintain general product knowledge
- Maintain records and filing systems
- Provide management with status updates regarding incoming and outgoing commodities
- Learn to operate grain contracting and accounting system
- Must have good written and oral skills and be highly organized and be able to multi-task

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## Progressive Ag Center, LLC

### What Education & Training is Needed?

Associates degree in agricultural business or related field

### What High School Courses Are Recommended...

Agricultural Education, mathematics, business and computer courses

### Typical Employers

Co-ops, food production companies, equipment sales companies, chemical companies, seed production companies, retail businesses, animal health companies, and financial service companies

### Other Titles

Counter Sales Person, Feed Dispatch Person, Scale Attendant, Grain Grader, Central Feed Orders Person,