
Customer Service Representative



DIVISION: Grain
REPORTS TO: CSR Manager

EMPLOYEE:
STATUS: NON-EXEMPT

PURPOSE AND SUMMARY STATEMENT

Under the direction of the CSR Manager, the Customer Service Representative (CSR) will be responsible all for grain administrative activity to include but not limited to customer application/settlements, contract entry, and general account management to support a specific customer group. This purpose is to build relationships with customers and to assist in growing market share in any and all accounts.

ESSENTIAL JOB FUNCTIONS

Assist in creating a positive work environment with encouraging and respectful interactions that promotes a consistent message of leadership, teamwork, profitability, and competitiveness.

Position will be considered the “local expert” in regards to settlements, splits, and overall account management, with an in depth knowledge of preferences among a select list of producers.

Demonstrates the aptitude and proficiency to learn and fully utilize the Grain Accounting System with the ability to generate necessary reports from the DPR, check-off deductions, freight payments, liens, and accounts payable/receivable.

Assist in all areas of grain origination and grain merchandising, to include providing bids, discussing markets, and contracting grain from producer customers and vendors. This can also include coordinating logistics when applicable.

Basic understanding of all contract types offered, including the effect to producer’s position, payment options, and benefits to both FS Grain and the producers that use them.

Assist in maintaining complete and accurate records in accordance with company grain policies including reporting grain purchases and hedge activity to merchandisers in a timely fashion and adhering to company policy in regards to expense, PTO, and vehicle usage reporting.

Customer grain maintenance including application to contracts, updating records and settlements. Contract maintenance including daily reconciliation, application to storage bushels and state contracts.

Maintain customer accounts receivable and grain payables for designated elevator and/or customer list.

Uses a Customer Relationship Management system (when available) to manage customer contacts, profiles, opportunities, and other pertinent business details.

Maintains a clean and professional appearance and provides courteous, timely and professional customer service. This individual will be a significant portion of the customer interaction with FS Grain and will meet individually with customers when appropriate.

Reconcile contract entry for multiple originators and customers.

Attends all required meetings and training programs including those traditionally reserved for originators.

Other duties may be assigned.

OTHER JOB FUNCTIONS

Stays current and informed on industry trends, competitive practices, and regulatory compliance.

Performs other related duties as assigned.

REQUIREMENTS

Education and Experience

Proven computer skills as well as a track record of working effectively with customers is required.

Prefer knowledge of cooperative philosophies and principles.

Customer Service Representative



Other Requirements

Must have and maintain a valid driver's license, have the ability to work independently, and travel when necessary.

Must be able to work hours beyond those considered normal when necessary.