

## **Employer Information**

**Organization Name:** Five Star Cooperative

**About Our Organization:** Five Star Cooperative is an agricultural cooperative providing agricultural products and services to its member owners and customers.

## **Job Description**

**Job Title:** Agronomy Sales and Service Specialist

**Hours/Week:** 40 hours per week with more hours required as needed

**FLSA Status:** Exempt

**Reports To:** Agronomy Department Manager

## **Job Objective**

To recommend and sell plant food and crop protection products, seed, digital farm solutions, and services in a manner that will optimize the customer's profitability, and the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

The Agronomy Sales and Service Specialist's responsibilities include sales, service, reporting, inventory, safety and maintenance, and other duties as assigned by management. This position is responsible for making sales calls to customers, making proper recommendations of agronomy products. Completes follow-up customer service calls.

This position will coordinate with the Central Dispatcher, as well as the Agronomy plant managers to ensure proper delivery and inventory control.

**The agronomy sales and service specialist will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.**

## **Qualifications**

**Education**—High school diploma or equivalent; fluent reading, writing, and speaking the English language

**License, Certificate or Registration:** Class A CDL with combination; valid DOT physical card, Certified Applicator License with A, B, C, and Seed Treatment required. CCA is preferred but not mandatory.

**Basic Skills**—Speaking, Writing, Reading Comprehension, Listening, Monitoring, Judgment and Decision Making, Time Management

## **Essential Tasks**

### **Sales**

- Assists in establishing sales goals
  - Work with appropriate employees and/or the manager to establish monthly sales goals and increase the sales of agronomy products
  - Work with management to establish yearly sales and gross margin goal
  - Submit weekly sales call recap to management on Friday of every week
  - Analyze sales annually
- Works with management to develop and promote a marketing plan
- Increases sales of agronomy products through customer service calls and recommendation of appropriate agronomy products and services

- Maintains delivery schedules and sales to customers in a manner which will result in increased satisfaction.
  - Makes sales calls on all potential customers in the trade area.
- Maintains awareness of cooperative's prices on commodities and services at all times.
- Makes proper recommendations and applications of products sold
  - Know and use all resources necessary to make proper recommendations and applications of products sold
  - Correctly identify resources for assistance
  - Keep resource manuals accessible and current
  - Ensure no product problems result due to your recommendation or installation
  - Attend all product updates and service training sessions
  - Clear all major bids with supervisor
- Maintains current market share
  - Lose no customers due to careless performance
  - Keep all customers supplied with product
- Assists in developing competitive marketing strategies
  - Provide supervisor with periodic reports of current competitor's strategies
  - Develop plans to counteract competition, with supervisor's approval

### **Service**

- Provides the service necessary to meet goals and objectives
  - Work with plant managers and dispatchers to schedule deliveries to customers with a minimum number of complaints per season
  - Lose no customers due to services provided by the department
  - Promote the cooperative by educating farmer members on the background and philosophy of cooperatives
  - Encourage repeat sales by enhancing the profitability of customers
- Responds to after-hour calls from customers
  - Respond to after-hour calls promptly
  - Ensure no customers run out of product due to job performance
- Maintains proficiency in retail sales and knowledge of appropriate programs
  - Attend selected training schools and sales meetings
  - Coordinate regularly with agronomy sales specialists and others for technical sales assistance as needed
  - Emphasize suggestive selling
- Greets all customers promptly and courteously with a friendly smile and a hello and thank them for their business.
- Promptly and courteously answers the phone.
- Work with customers to resolve problems and report complaints to supervisor.
- Actively work to increase personal skills and knowledge.
- Attend all product, merchandising, safety, and cooperative meetings as requested.
- Maintain a clean and neat appearance.

### **Reporting**

- Invoices all product deliveries promptly and accurately
  - Ensure all tickets presented to the office are correct
  - Present a copy of each transaction to the customer after each delivery

- Turn all sales tickets into the office daily
- Ensure all cash receipts are turned in daily and are accurate
- Informs supervisor of outstanding conditions
- Informs direct supervisor of potential problems or potential new business opportunities directly or indirectly related to the department

### **Inventory**

- Assists in evaluating product lines
  - Submit feedback received from customers on product lines periodically
  - Assist management in identifying inventory opportunities
- Controls product shrinkage
  - Check the scale regularly
  - Use care in handling NH<sub>3</sub> and liquid fertilizer
  - Promptly invoice all sales
  - Keep equipment calibrated accurately
  - Ensure no product spills

### **Safety and Maintenance**

- Maintaining rolling stock and all agronomy department fixed assets
- Maintaining vehicle and personal office area
- Operates trucks and equipment safety
  - Receives no OSHA, state, or federal citations
  - Receives no valid customer complaints concerning driving
- Communicates safe storage and handling procedures to customers
- Upholds all company safety policies
- Observes OSHA, state, and federal safety regulations.
- Maintains equipment and facilities regularly

### **Other Duties**

- Upholds all cooperative policies
- Performs other duties as assigned by management
- Enforce and uphold the cooperative's credit policy.
  - Makes credit terms known to employees and customers
  - Do not extend credit to customers who have not been approved by the credit manager.
  - Do not charge to customers who do not have credit with the cooperative.
  - Do not authorize charges to customers who have exceeded credit limits.
  - Keep all personal accounts current.
- Informs supervisor or any application problems/inaccuracies immediately
- Assist with other departments of Five Star Cooperative as needed.

### **Work Context for the Essential Functions of the Job**

- Requires face-to-face and telephone communication with individuals, customers, or teams daily,
- Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the cooperative.
- Mistakes are not easily correctable and have serious consequences,

- Opportunity to make decisions without supervision.
- Requires making decisions that impact the results of co-workers, clients or the company,
- Requires being exact or highly accurate,
- Requires repeating the same physical activities or mental activities over and over,
- Requires work with others in a group or team,
- Requires work with external customers or the public,
- Includes responsibility for work outcomes and results,
- Includes responsibility for the health and safety of others,
- Requires wearing common protective or safety equipment,

**Work Conditions and Environment**

- Requires working outdoors, exposed to all weather conditions.

**Physical Abilities**

- **Far Vision**—The ability to see details at a distance.
- **Reaction Time**—The ability to quickly respond (with the hand, finger, foot) to a signal (sound, light, picture) when it appears.
- **Static Strength**—The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Response Orientation**—The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Spatial Orientation**—The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision**—The ability to see details at close range (within a few feet of the observer).
- **Depth Perception**—The ability to judge which of several objects is closer or further away from you, or to judge the distance between you and an object.
- **Extent Flexibility**—The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- **Multi-limb Coordination**—The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **Manual Dexterity**—The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble or move objects

Function	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand				X
Sit			X	
Use hands to finger, handle, feel, hold, grasp				X
Reach with hands and arms				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell		X		

Weight	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 lbs				X
Up to 25 lbs				X
Up to 50 lbs			X	
Up to 100 lbs		X		
More than 100 lbs	X			

**Disclaimer:**

This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties related to the successful performance of the job.

I, \_\_\_\_\_, as an employee of Five Star Cooperative, understand the duties and requirements set forth in this job description. The duties of this job description are not all inclusive. They describe the primary function of the job and are not to be considered a detailed description of every job duty. I understand that neither this job description, nor the signing of creates a binding employment contract and that my employer reserves the right to assign additional duties as necessary.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_