



FRONTIER

COOPERATIVE

Frontier Cooperative – Internship Program

| Classification | Customer Experience Intern | Position Type | Internship |
|--|-----------------------------|---------------|--------------|
| Division | Admin / Customer Experience | OT status | Non-Exempt |
| Location | Lincoln, Nebraska | Revised Date | January 2021 |
| <i>CLASSIFICATION PURPOSE</i> | | | |
| <p>At Frontier Cooperative, our vision is “Leading the way to develop generational success.” Due to our unique structure, we benefit from having farmers as customers, employees, neighbors, family members, friends, board members, owners, and residents of the communities we serve. We feel that farmers and the cooperative system are special, and we strive to be the model for what the future of agricultural cooperatives look like for future generations. We also feel it’s crucial to set the example for how to successfully bring multiple (vastly different) generations together, facilitating conversations, providing resources, promoting growth and advocating for change.</p> <p>That is a big vision, where would an organization even start on something like that? It begins by creating opportunities, which is one of our Core Values at Frontier Cooperative. Our Internship Program is designed to do exactly that. It’s an opportunity for a student to learn and experience our business units and understand why each is necessary for Frontier to be successful.</p> | | | |
| <i>OPPORTUNITY</i> | | | |
| <p>Customer Experience Internship Objective: The primary role will be to support Frontier Cooperative’s Customer Experience Manager in facilitating strategic customer relations consisting of managing brand, marketing, communications, customer insights, customer satisfaction, customer loyalty, and account growth. The customer experience intern will work closely with the advisors and leaders of our business units (Agronomy, Grain, Energy, and Feed) on opportunities for applying our Unified Customer Approach, and all the ways our customers experience Frontier. The intern will work with ag advisors and the leaders of other business units to help understand our customers’ needs and how to provide a strong and consistent experience. The selected candidate will assist the Customer Experience Manager with the continued success of Frontier’s Ultimate Acre System, as well as contributing with planning special events and meetings. He or she will develop and create ideas that promote Frontier Cooperative and align with the company’s culture and Mission, Vision, and Core Values. This person will have several opportunities to generate ideas to communicate the importance of branding for employee and customer satisfaction, current sales, and future growth. This role may also work to seek opportunities to “Better Our Best” and enhance the overall Frontier Experience. As the customer experience intern, the selected candidate will have the opportunity to learn in depth about Frontier Cooperative’s overall business and approach to serving our customers.</p> <p>An internship at Frontier Cooperative will provide a full and realistic view of the work involved in a career in agriculture, specifically at a coop. Our program integrates learning and experiences with practical application and skill development in the workplace. Interns will be provided with a mentor and opportunities in self-leadership training and various workshops when available. Additionally, each intern will identify a project to focus on during his or her time at Frontier, which will be presented to the Senior Leadership Team.</p> | | | |

SKILLS, ABILITIES, AND QUALIFICATIONS

- An interest in the Agricultural Industry
- Excellent communication skills, as well as strong project management skills, organizational, multi-tasking, and time management skills
- Experience with productivity and collaboration software such as Office 365, as well as knowledge of MS PowerPoint and Excel
- Interest in customer relations, business strategy and development (i.e., research, analytics, metrics, planning, etc.)
- Possess problem-solving skills to work through complex challenges to find solutions
- Ability to conduct and present research and analytics
- Collecting grower insights and feedback about their experiences with Frontier Coop
- Creating opportunities to improve the Frontier Experience
- Experience or interest in asking for feedback from Frontier employees and customers
- Courses taken, knowledge of, background experience, or interest with any of the following: Agribusiness, Sales, Marketing, Communications, Advertising, Business, Leadership, Economics, Agronomy, Animal Science
- Ability to collaborate with a team, as well as work on projects solo
- Previously involved with FFA or 4-H is desirable, but not a necessity
- Experience or involvement with public relations activities, community organizations/projects, youth and educational events and opportunities
- A willingness to spend time learning about the cooperative system and each of the business units of Frontier Cooperative
- Flexibility to work outside of regular office hour if necessary or when possible
- The ability to work in a professional office environment
- Valid Driver's License and ability to travel within our business footprint
- Ability to adjust to multiple demands, shift priorities, ambiguity, adversity, and constant change

PHYSICAL DEMANDS

These physical demands are representative of the physical requirements necessary for an intern to successfully perform the essential functions in the assigned business unit/role. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions. While performing the duties, an intern must have the ability to regularly use arms, hands, and fingers to handle, feel, reach, grasp, turn, lift, move, twist or bend. This position frequently requires the ability to sit for long period of time and occasionally stand, walk, balance, stoop, kneel, or crouch. Depending on the business unit, an intern may need to occasionally lift and/or move between 50 to 75 pounds, frequently lift and/or move between 10-50 pounds.

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the intern will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job. While performing the duties of this job, this position may be exposed to moving mechanic parts, dirt, dust, wet, dry, hot, and cold weather conditions. In addition, the intern may have the opportunity to observe work in high precarious places, closed in surroundings, and/or with fertilizers and chemicals. The noise level in the work environment is usually low to moderate levels.