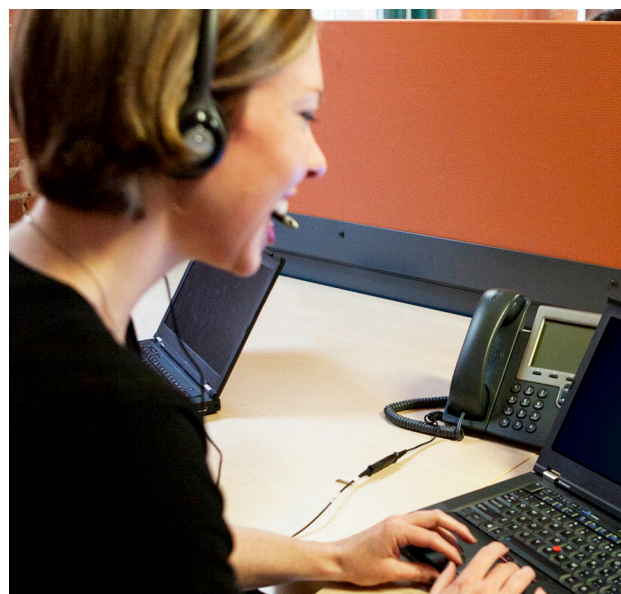


CUSTOMER SERVICE REPRESENTATIVE

Customer Service Representatives utilize a variety of tools, methods, and techniques to ensure that clients are satisfied and that their needs are met. They also support those in sales/management roles to ensure that sales targets are achieved.

WHAT RESPONSIBILITIES WILL I HAVE?

- Responsible for sales administration in an office environment and for establishing direct links with field representatives
- Provide liaison between customers and the company by ensuring prompt and efficient processing of customer correspondence, requests and orders
- Perform product trainings or troubleshoot product issues
- Process and follow up customer sales, complaints and service inquiries
- Process direct sales, prices and quotes
- Arrange deliveries in accordance with company practice
- Direct general inquiries to appropriate channels
- Maintain general product knowledge
- Manage after-sales services and continually improve those services



WHAT EDUCATION & TRAINING IS REQUIRED?

Associate's degree in agricultural business or a related field

THE FOLLOWING HIGH SCHOOL COURSES ARE RECOMMENDED...

Agricultural education, a focus on sciences such as animal science and biology, and mathematics

TYPICAL EMPLOYERS

All levels of organizations in all kinds of agricultural industries hire customer service representatives

FUTURE JOB MARKET/OUTLOOK



SUGGESTED PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS

- National Agri-Marketing Association
- Women in Agribusiness
- Agriculture Council of America

AVERAGE ANNUAL FULL-TIME SALARY

\$36,000