**Manager, Customer Service II**

**Tracking Code**

3536

**Job Description**

This position is accountable for obtaining business results through developing and maintaining relationships with customers within a defined area. This position will be responsible for managing and operating a high volume grain handling facility, and conducting business on-farm within a defined market area. On a rotational basis, this position may serve as a team leader for assigned grain handling facilities within the area.

**Required Skills**

     Within the parameters of market area grain and farm supply marketing plans and strategies, is accountable for managing a high volume grain facility and a defined client base within a defined marketing area to meet and exceed market area financial and operating targets, while maintaining balance with customer service objectives.

     Develops and maintains effective business relationships with current and potential future customers, based upon an approach of targeting customers with whom the company can profitability do business.

     Supervises, trains, and conducts performance and development reviews with facility staff (small to medium staff complement).

     Provides information and advice to current and potential customers, and pro-actively seeks to become involved in the business decision-making process of targeted customers--helps these customers make farm production and marketing decisions.

     Maintains and analyzes a database/record of customer profiles (e.g. commodities produced, product usage and service requirements) in order to identify, categorize and priorize customer contacts. Scans and interprets the database, shares relevant information (trends, market needs and business opportunities) with market area team members, and recommends programs and services to meet and exceed customer needs.

     Keeps informed of competitor activities within the market area, and recommends marketing program and service changes.

     Purchases grain and sells farm supplies at a grain handling facility or by contacting producers on-farm, including the authority to negotiate terms within defined limits.

     Co-ordinates the movement of grain and farm supplies with customers and market area staff.

     Reviews customer accounts to ensure that payments are within approved credit policy, and performs collection functions as required.

     Participates in market area promotional activities.

     Develops and maintains effective relationships with key local players, including: elected people, market area staff, area truckers, competitors, other agribusiness service providers, including people who can provide agrology or marketing services for customers.

     Accountable for meeting and exceeding facility housekeeping and maintenance performance standards, and ensuring that a regular preventative maintenance program is carried out.

     In conjunction with the Country Assets group, ensures continuous improvement in the areas of health & safety, business process, environment and security.

     In conjunction with the manager, develops and implements performance objectives and related measurements, regularly monitors progress towards objectives and takes appropriate corrective actions as required.

     Performs other duties as required.

**Required Experience**

Grade 12 or recognized equivalent, supplemented with successful completion of an Agri-Business Certificate, or equivalent post-secondary education. Working toward and/or maintaining standing as a Certified Crop Advisor is preferred. Equivalent combinations of education and experience that result in the required level of knowledge skill and competence will be considered. Minimum five (5) years of progressively responsible experience in agri-business and/or other related customer service function.

Other:

     Equivalent combinations of education and experience resulting in the required level of knowledge, competencies, skills and abilities may be considered.

     Designation as a Professional Agronomist would be preferred.

     Must possess a valid class 5 driver’s license.

**Job Location**

Biggar, Saskatchewan, Canada

**Position Type**

Full-Time/Regular

**Salary**

61,082.00 - 95,440.00 CAD

**Close Date**

May 3, 2015

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