

## Job Description

**Job Title:** Agronomy Sales & Service Representative – Cylinder

**Reports To:** Regional Agronomy Sales Manager

**Position Objective:** To sell, service, and follow up all agronomy products and associated services in a manner that will result in outstanding customer service, optimize StateLine Cooperative's market share, improve the cooperative's efficiency, and help achieve the cooperative's mission and goals.

### Primary Duties and Responsibilities:

#### I. Sales

- A. Maintain and increase market share through regular sales calls to all customers and targeted prospects
- B. Develop and implement sale business plans for targeted accounts that provide regular customer contact and promote customer service and business growth potential.
- C. Know and utilize all resources available to make proper recommendations for all products sold
- D. Keep VP of Agronomy and Director of Sales and Marketing regularly apprised of competitive issues
- E. Communicate all billing information and splits on work orders to ensure proper billing can be performed.

#### II. Service/Operations Duties

- A. Assist with Non-performance/Complaint handling, Crop Monitoring, and Soil Sampling as needed
- B. Create work orders for dry and liquid custom application jobs and manage when applications are ready to be implemented.
- C. Create precision application recommendations that provide solid agronomics.
- D. Assist with the field transportation of NH<sub>3</sub> and Seed products
- E. Assist in the planning and implementation of the seed plot and plot meetings.
- F. Maintain knowledge of all NH<sub>3</sub> and side-dress application equipment.

#### III. Professionalism

- A. Conduct yourself in a professional manner at all times. Treat others with respect regardless of their position. Accept responsibility for your own actions. Follow through on your commitments.
- B. Strive to attain & maintain CCA accreditation.
- C. Obtain and maintain current Commercial Driver's License with appropriate endorsements and Iowa pesticide handlers and seed treating license.
- D. Maintain proficiency in the operation of the Oakland computer accounting system, Microsoft Office, and all precision and workload management and CRM software utilized in the agronomy department
- E. Attend selected schools and training pertaining to agronomy, seed, and sales to maintain and build expertise as requested.
- F. Coordinate activities with director of Sales and Marketing and SLC
- G. Agronomy Operations Manager to ensure the best possible customer service is provided.
- H. Maintain communication with appropriate Ringsted personnel as to how you can be reached at all times during "normal" business hours.

#### **IV. Efficiency**

- A. Perform duties in an efficient manner so that whenever possible, excessive overtime is not required by yourself or others in the company.

#### **V. Maintenance and Safety**

- A. Maintain any equipment used for your job in good physical and mechanical condition:
  - 1. Vehicles should be kept clean to present a professional image.
  - 2. Regular maintenance of vehicles or equipment shall be performed at scheduled intervals.
  - 3. Report to Agronomy West Operations Manager any unsafe equipment or working conditions.
- B. Operate equipment in a safe manner and in compliance with all OSHA or state and federal regulations.
- C. Communicate safe storage and handling procedures to all customers.
- D. Observe all company safety and security procedures. Report potentially unsafe conditions to supervisor. Use all company equipment and materials properly. Attend company safety training as requested.

#### **VI. Reporting**

- A. Accurately record all sales transactions and prepayments promptly.
- B. Regularly keep Agronomy Dept. Leadership informed of customer needs, requests, observations, etc.
- C. Regularly attend agronomy/seed sales team meetings, and contribute positively to discussions.
- D. Keep Agronomy Sales Manager, Agronomy West Operations Manager, and Location Manager informed of needs for Personal Time as far in advance as possible.

#### **VII. Credit**

- A. Enforce company credit policy:
  - 1. No charges to customers on CASH ONLY.
  - 2. No charges to customers who have not been approved by the credit department.
  - 3. No charges authorized to customers to exceed set credit limits.
- B. Adhere to company credit policy:
  - 1. All personal accounts shall be kept current.
- C. Manage accounts receivable for customers on your list.

#### **VIII. Other duties**

- A. Perform other duties as assigned by management.

#### **IX. Competencies**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- E. Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Participates in meetings as requested.
- F. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

- G. **Mathematical Skills:** Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- H. **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- I. **Technical Skills -** Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- J. **Customer Service -** Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- K. **Interpersonal Skills -** Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- L. **Teamwork -** Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- M. **Quality Management -** Look for ways to improve and promote quality; Demonstrate accuracy and thoroughness.
- N. **Business Acumen -** Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition.
- O. **Ethics -** Treats people with respect; Keeps commitments; Works with integrity and ethically.
- P. **Organizational Support -** Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Q. **Strategic Thinking –** Works to understand organization's strengths & weaknesses; Adapts strategy to changing conditions.
- R. **Adaptability -** Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- S. **Attendance/Punctuality -** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- T. **Dependability -** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 60 pounds.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock.

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Employee

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StateLine Cooperative

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Date

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Date