



Job Description

Position:	Seasonal Administrative Assistant/ Customer Service Associate	Department:	Agronomy
Reports To:	Regional Agronomy or Location Manager	FLSA Status:	Non-Exempt

Position Summary

Provides excellent customer service to internal and external customers and provides administrative support to the Agronomy Department.

Essential Functions/Responsibilities

- Answer phones, direct calls, and respond to customer requests; responsible for superior customer service
- Perform general clerical duties including filing, copying, and faxing, general errands; responsible for efficiency
- Assist with all agronomy communications for the sales team, staff, and management; responsible for articulate and professional communication to uphold a favorable image of the company
- Responsible for billing and acceptance of payments; held accountable to accurate accounting practices and timely processing standards
- Coordinate bookings, place orders, schedule deliveries, issue purchase orders, and maintain inventories
- Follow through with attaching maps to correct work orders; assist with mapping
- Receive, transfer, and invoice product; Responsible for matching and coding invoices correctly
- Track fertilizer/chemical contracts and prepays, verify contract and customer information for accuracy
- Receive and enter orders from salespeople or customers; responsible for timely processing

Non- Essential Functions/Responsibilities

- Assist with special projects as needed
- Assist other departments upon request
- May be required to travel independently to other locations as needed
- Performs other duties and responsibilities as requested by authorized personnel

Qualifications

Education/Training Requirements

- High school diploma or GED required
- Associate degree in a business or agriculture related field desired

Experience Requirements

- 1+ years office related work experience desired

Licensing Requirements

- None

Skills/Abilities Requirements

- Demonstrate essential abilities including business knowledge, collaboration, communication, customer focus, decision making, and skill development
- Must have and maintain a valid driver's license and satisfactory driving record
- Schedule flexibility needed; May be required to work extended hours to accommodate seasonal needs
- Ability to apply common sense reasoning to carry out detailed written or oral instructions
- Ability to solve problems involving several concrete variables in standardized situations
- Ability to read, write, and comprehend; simple instructions, short correspondence, and memos
- Proficiency in Microsoft Office products, must be extremely knowledgeable in Microsoft Excel
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent

Physical Demands

Stationary Position	Position is primarily sedentary and involves sitting most of the time. Must be able to maintain a stationary position for 6-8 hours while completing work using a computer.
Operate	Constantly operates a computer and other office productivity machinery, such as telephone, calculator, copy machine, and computer printer.
Move	Constantly performs tasks such as typing or otherwise working primarily with repetitive movements of the wrists, hands, and fingers.
Visual Acuity	Regularly reviews reports and documents, must be able to determine accuracy, neatness, and thoroughness of work assigned.
Reach	Constantly requires reach of computer keyboard and other office productivity machinery such as telephone, calculator, copy machine, and computer printer.
Communicate	Frequently communicates with co-workers, managers, customers, and vendors using spoken word and the ability to hear normal speaking levels without correction. Must be able to exchange accurate information in these situations.
Exposed to	Not substantially exposed to adverse environmental conditions. May occasionally be exposed to outdoor work environments.

Acknowledgement

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

Employee Signature

Date

Employee Name (Printed)