

NOW ACCEPTING APPLICATIONS FOR A CUSTOMER SERVICE ASSOCIATE

The Farmers Cooperative Association is accepting applications for a Customer Service Associate at the Baxter Springs, Kansas, location to support the daily operations of our Feed Department. This position plays a key role in customer service, accounts payable, inventory management, and office procedures that keep our department running efficiently. We're looking for someone who can work independently, collaborate across departments, and help us achieve our business goals while supporting our members and the agricultural community.

Key Responsibilities

- Process customer orders
- Respond to customer inquiries
- Process point of sale transactions
- Process grain transactions
- Manage inventory transactions, conduct inventory counts, and track finished goods
- Organize schedules and clerical tasks
- Work with the accounting team to process invoices, make payments, and track receipts
- Maintain professionalism and confidentiality in all correspondence and records
- Contribute to continuous improvement and department efficiency initiatives

Required Skills & Qualifications

- Proficiency with Microsoft Outlook, Word, and Excel
- Strong communication skills, both written and verbal
- Ability to work collaboratively with co-workers, vendors, and customers
- Strong organizational and problem-solving skills

Preferred Skills & Qualifications

- At least 2 years of administrative, clerical, or data entry experience
- Experience in a production agriculture or feed manufacturing setting
- Familiarity with AgTrax software
- Knowledge of Food Safety Modernization Act (FSMA) requirements

Work Schedule

- Monday-Friday, 8:00 a.m.-5:00 p.m.
- Bi-monthly weekend schedule and seasonal overtime (including harvest)

Compensation & Benefits

- Competitive pay based on experience and qualifications
- Exceptional benefits package, including health insurance, retirement plan, and employee profit sharing

To apply, email your résumé to Jeff Karsten (jkarsten@farmerscoop.coop) or apply online at farmerscoop.coop.