

JOB DESCRIPTION



Employer Information

Organization Name: Five Star Cooperative

About Our Organization: Five Star Cooperative is an agricultural cooperative providing agricultural products and services to its member owners and customers.

Job Description

Job Title: Agronomy Sales

Hours/Week: 40 hours per week with more hours required as needed

FLSA Status: Exempt

Reports To: Agronomy Director

Job Objective

To recommend and sell plant food and crop protection products, seed, digital farm solutions, and services in a manner that will optimize the customer's profitability, and the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

The Agronomy Sales responsibilities include sales, service, safety and maintenance, and other duties as assigned by management. This position is responsible for making sales calls to customers, making proper recommendations of agronomy products. Completes follow-up customer service calls.

This position will coordinate with the Central Dispatcher, as well as the Agronomy plant managers to ensure proper delivery and inventory control.

The Agronomy Sales will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Qualifications

Education—High school diploma or equivalent; fluent reading, writing, and speaking the English language.

Experience:

- Strong written and verbal communication skills necessary
- Computer skills required – Proficient in Microsoft Word and Excel
- Good customer service skills and approach necessary
- Ag background a plus

License, Certificate or Registration: Certified Applicator License with A, B, C, and Seed Treatment required. CCA is preferred but not mandatory.

Basic Skills—Speaking, Writing, Reading Comprehension, Listening, Monitoring, Judgment and Decision Making, Time Management

Job Summary and Primary Duties:

Sales

- Assists in establishing sales goals.
 - Work with management to establish yearly sales and growth goals.
 - Submit weekly sales call recap to management on Friday of every week.
 - Analyze sales after each sales cycle.
- Works with management to develop and promote a marketing plan.
- Increases sales of agronomy products through customer service calls and recommendation of appropriate agronomy products and services.
 - Inform central dispatch & operations managers of delivery needs and sales to customers in a manner which will result in increased satisfaction.

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- Makes sales calls on all potential customers in the trade area.
- Maintains awareness of cooperative's prices on commodities and services at all times.
- Makes proper recommendations and applications of products sold.
 - Know and use all resources necessary to make proper recommendations and applications of products sold.
 - Correctly identify resources for assistance.
 - Keep resource manuals accessible and current.
 - Ensure no product problems result due to your recommendation or installation.
 - Attend all product updates and sales training sessions.
 - Clear all major bids with supervisor.
- Maintains current market share.
 - Lose no customers due to careless performance.
 - Keep all customers supplied with product.
 - Actively seek new account opportunities as part of day-to-day business
- Assists in developing competitive marketing strategies.
 - Provide supervisor with periodic reports of current competitor's strategies.
 - Develop plans to counteract competition, with supervisor's approval.

Service

- Provides the service necessary to meet goals and objectives.
 - Work with plant managers and dispatchers to schedule deliveries to customers with a minimum number of complaints per season.
 - Lose no customers due to services provided by the department.
 - Promote the cooperative by educating farmer members on the background and philosophy of cooperatives.
 - Encourage repeat sales by enhancing the profitability of customers.
- Responds to after-hour calls from customers.
 - Respond to after-hour calls promptly.
 - Ensure no customers run out of product due to job performance.
- Maintains proficiency in retail sales and knowledge of appropriate programs.
 - Coordinate regularly with agronomy sales specialists and others for technical sales assistance as needed.
- Promptly and courteously answers the phone, emails, & text messages
- Work with customers to resolve problems and report complaints to supervisor.
- Actively work to increase personal skills and knowledge.
- Attend all safety and cooperative meetings as requested.
- Maintain a clean and neat appearance.

Reporting

- Invoices all employee delivered products promptly and accurately.
 - Ensure all tickets presented to the office are correct.
 - Present a copy of each transaction to the customer after each delivery.
 - Turn all sales tickets into the office daily.
 - Ensure all cash receipts are turned in daily and are accurate.
- Informs direct supervisor of potential problems or potential new business opportunities directly or indirectly related to the department.

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Inventory

- Assists in evaluating product lines.
 - Submit feedback received from customers on product lines periodically.
 - Assist management in identifying inventory opportunities.
- Controls product shrinkage.
 - Provide accurate and timely delivery tickets to the office.

Maintenance & Safety:

- Observe OSHA, state, and federal safety regulations
- Maintain clean and neat facilities
- Maintain housekeeping and sanitation standards
- Upholds Five Star's Safety regulations and procedures

Service and Skills:

- Excellent customer service required – Applicant must be neat and approachable
- Commitment to excellence and high standards
- Strong interpersonal skills; proficient in use of Microsoft Excel and Word
- Excellent telephone skills and ability to operate office equipment – Applicant must promptly and courteously answer the phone
- Requires making decisions that affect customers, other employees, Five Star's financial resources, and/or the image and reputation of the organization
- Ability to deal effectively with a diversity of individuals at all organizational levels
- Good judgement with the ability to make timely and sound decisions

Work Context for the Essential Functions of the Job:

- Versatility, flexibility, and willingness to work within constantly changing priorities with enthusiasm
- Ability to work independently and as a team player
- Requires face-to-face and telephone communication with individuals, customers, or teams daily
- Opportunities to make decisions without supervision
- Requires being exact or highly accurate
- Requires repeating the same physical or mental activities
- Requires meeting strict deadlines daily to ensure customer service
- Requires work with external customers or the public
- Responsible for work outcomes and results

Other Duties:

- Check with other departments to see if help is needed before going home
- Works as a team member and maintains a positive attitude that promotes teamwork within the cooperative
- Performs other duties as assigned by management – employee's duties may change according to the changing needs of the company
- Must be able to climb stairs, reach above, below, and at shoulder level

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Work Conditions and 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. This job is performed indoors or outdoors in weather extremes of Northern Iowa. Exposure to dust from feed, grain, or fertilizer

Physical Abilities

- **Far Vision**—The ability to see details at a distance.
- **Reaction Time**—The ability to quickly respond (with the hand, finger, foot) to a signal (sound, light, picture) when it appears.
- **Static Strength**—The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Response Orientation**—The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Spatial Orientation**—The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Near Vision**—The ability to see details at close range (within a few feet of the observer).
- **Depth Perception**—The ability to judge which of several objects is closer or further away from you, or to judge the distance between you and an object.
- **Extent Flexibility**—The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- **Multi-limb Coordination**—The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **Manual Dexterity**—The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble or move objects

Function	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand				X
Sit			X	
Use hands to finger, handle, feel, hold, grasp				X
Reach with hands and arms				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell		X		

Weight	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 lbs				X
Up to 25 lbs				X
Up to 50 lbs			X	
Up to 100 lbs		X		
More than 100 lbs	X			

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Disclaimer:

This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties related to the successful performance of the job.

I, _____, as an employee of Five Star Cooperative, understand the duties and requirements set forth in this job description. The duties of this job description are not all inclusive. They describe the primary function of the job and are not to be considered a detailed description of every job duty. I understand that neither this job description, nor the signing of creates a binding employment contract and that my employer reserves the right to assign additional duties as necessary.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____