

SOUTHWEST AGROMART LTD.
POSITION DESCRIPTION

Position Title: Customer Service Coordinator (CSC) - Ridgetown
Report To: Admin-Finance Manager/ Team Leader- Ridgetown
Last Revised: June 2023

GENERAL DESCRIPTION:

Responsible for bringing together all possible SWAg products, resources and services to the existing regional customer base by building long term relationships, based on a thorough understanding of the customer's needs.

(The % allocations in this job description cumulate in 100% of the responsibilities. They are weightings not % of time.)

KEY RESULTS AREAS:

CUSTOMER SERVICE AND SALES SUPPORT:

40%

- Services the customer by meeting their needs within a region, via phone, email and counter service.
- Provides customers with informed knowledge on SWAg's sales marketing programs.
- Identifies sales opportunities in the region, providing information to the sales team as needed.
- Coordinates customer requests and sales with operations staff to ensure customer requirements are met.
- Communicates with the customer base using all legislative information to assist them (e.g. 4R's).

OPERATIONS AND ADMINISTRATION:

60%

- Assists with logistics in the form of data entry/orders utilizing Navision (enterprise system) and Monday.com, recordkeeping and third party relationships.
- Supports the management of credit as per policy, completing credit applications and providing required documentation.
- Assists the regional team with account reconciliations, sales reporting and document management.
- Assists the Admin Lead with accounting and administrative tasks as needed.
- Other duties as assigned

SKILL

Education

- Requires a community college diploma or equivalent, achieve and maintain job specific required licences. Preference will be given to those with an agricultural background.

Experience

- More than one year but less than three years of relevant experience required.
- Attention to detail
- Organization and multi tasking

Complexity/Problem Solving

- Work is somewhat diversified. The employee works toward assigned objectives under general direction and guidance. The employee may make decisions and exceptions to standards or precedents where appropriate.

EFFORT

Mental Effort

- Carries out tasks requiring significant concentration on a variety of activities, some of which involve the

assessment of a considerable number of options and occasionally require the use of complicated analytical methods.

Physical Demands

- Sitting or driving or walking on even surfaces or lifting weights not exceeding 10 kg (22 lbs.) for periods of up to one hour.

Dexterity and Coordination

- Work involves fine co-ordination where the employee is required to perform tasks that demand the accurate co-ordination of fine movements, where speed is a secondary consideration.

RESPONSIBILITY

Accountability (Risk)

- Incorrect or inappropriate decisions have a noticeable impact on third parties such as a time delay as the source of the error is traced and corrected, time and costs involved in repeating an operation or anxiety to Management or employees.

Financial Authority

- Regularly carries out basic financial tasks such as processing transactions, recording and entering data, handling significant amounts of cash, purchasing of departmental supplies or equivalent.

Staff Supervision

- Provides incidental guidance to an assistant(s) doing detailed work related to individual's position, or serves as channel through which work is directed or checked.

Policies and Procedures

- Duties require the choice of methods and procedures to be used in carrying out the work and/or response to general requests for information and opinion.

Contacts

- Work involves frequent contact with the public, other levels of government/agencies and with a wide variety of staff to provide or obtain information and service that is important to the operation of the organization.

WORKING CONDITIONS

Physical Discomforts

- Individual has no exposure to the hazardous conditions of severe discomfort caused by temperature extremes, inclement weather, dust, dirt, waste and similar factors, or is exposed to physical hazards and danger resulting from use of chemicals, operation of heavy equipment, entry into confined spaces, direct contact with disease-causing organisms and related conditions, but a reasonable proportion of the work results in exposure to the discomforts.

Stressful Situations

- Individual has no exposure to highly stressful conditions caused by such things as dealing with very irate people, meeting tight deadlines, constant interruptions, life and death situations but a reasonable proportion of the work results in exposure activities creating moderate degrees of stress but not to the point of being highly stressful.