

## **Genetics CSR Team Member**

### **Job Summary:**

The Client Service Representative for the Genetics team must have a passion for animal agriculture and the ability to thrive in a fast-paced environment. This individual will work alongside our Semen Collections Team Lead, Frozen Genetics Team Lead, Veterinarians, Account Managers, and Farm Team to help support this rapidly growing Division. In this role, you'll be the primary point of contact for our clients, ensuring they receive the highest quality frozen genetics services with the most responsive support to achieve their collection, storage, and breeding day needs. Your dedication to client satisfaction will be crucial in maintaining and enhancing our reputation in the industry.

### **Essential Functions:**

- Utilize Salesforce/CRM for accurate client data and tracking related to frozen Genetics information.
- Answer client calls and provide helpful responses
- Manage client inquiries, issues, and results related to semen, embryo and inventory management system.
- Follow the highest level of client service of any animal breeding company in the industry.
- Support semen processing, inventory movement, purchasing, storage facility, shipping, and other duties as it relates to the Genetics Team.
- Help maintain, through leadership & teamwork, an accurate inventory system for frozen genetics.
- Support collection success of Rams/ Bucks
- Assist with on-site client intake of Rams/ Bucks
- Follow RSG's policies and procedures.
- Implement the RSG Way
- Maintain a professional image reflective of RSG's industry leadership in small ruminant reproduction.
- Work as a team player always.
- Other duties as assigned.

### **During the non-breeding season, additional tasks may include:**

- Take client supply orders
- Pull, pack and ship supply orders
- Limited assistance with livestock when necessary

### **Special Projects as determined by Tad or Amanda Thompson ...projects may include:**

- Research
- Special Reporting
- Inventory Audits
- Client calls to gather and secure needed information
- Tasks that will enable preparation for Client Training Days, Seminars or Special Events

During the breeding season, the genetic team will focus on the semen inventory maintenance and movement of product units. The genetics team may be asked to travel on a limited basis with a veterinarian to perform specific functions. Additionally, there may be a need for limited assistance as an In-House Veterinary Assistant. Outside the breeding season, the role will continue to focus on maintaining accurate inventory and movement updates, supporting semen collection/processing and other assigned duties.

### **Essential Education, Skills, and Experience**

- Bachelor's degree preferred
- Some knowledge/understanding of animal reproduction
- Excellent interpersonal skills
- Comfortable handling sheep and goats
- Lifting to 50 pounds
- Self-motivated
- Ability to solve problems
- Collaborate across multiple teams
- Effective and engaging communication skills
- Positive, professional personality that comes across in voice, text, and email
- Knowledgeable in Microsoft Office products especially fluent in Excel
- Must be a US citizen or possess a current and appropriate working visa
- Must hold a valid driver's license with a clean record
- Strong problem-solving skills and willingness to roll up one's sleeves
- Excellent interpersonal and collaboration skills and ability to promote a team environment
- Skilled at working effectively with cross functional teams in a matrix organization
- Excellent written and verbal communication skills
- Experience obtaining and analyzing data and records
- Tough minded with the ability to have an opinion and healthy debate with the executive team, but professionalism to present a unified front once a decision is made
- Self-starter with a strong sense of ownership and good follow through skills
- Ability to handle conflict, difficult situations, and urgent issues in a professional manner

### **Key Factors for Employee Success:**

- Implement the RSG Way consistency
- Execute all essential function to a high standard
- Delivery a superior client experience
- Teammate expectations – The five behaviors of a cohesive team.
  - Trust, Engage, Commit, Hold Accountable and Focus
- Confidentiality - There is access in this position to confidential company and client information.
- Peak Breeding Season – July 1st to October 30

### **Physical Demands and Work Environment:**

- Occasionally required to stand, climb, balance, bend, stoop, kneel, crawl and to lift/carry up to 60 pounds.

- Required to share driving on regular daily basis.
- Frequently required to walk.
- Continually required to sit, use hands and fingers, reach with hands and arms, talk, or hear.
- The noise level in the work environment usually is quiet.

The above statements are intended to describe the essential functions, nature, and level of work to be performed. The company reserves the right to modify this job description at any time, without notice.

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