

Client Experience and Operations Support Teammate

Job Summary: Elevating Client Experiences through Operational Excellence

As a Client Relations and Operations Associate, you will bring your passion for animal agriculture to a dynamic, fast-paced environment. Based at our main headquarters office, you will play a pivotal role in delivering exceptional client experiences from the moment the client arrives. Your responsibilities will include warmly greeting clients and visitors, promptly answering phone calls, processing payments efficiently, accurately, and providing seamless support for order fulfillment.

In addition to these client-facing duties, you will contribute to a wide range of clerical and administrative tasks, ensuring smooth operational workflows. Crucially, you will work closely with our Client Services Representatives, providing invaluable support to enhance their effectiveness.

This multifaceted role demands a versatile skillset, as you will collaborate with cross-functional teams across the organization. Your ability to navigate diverse responsibilities while maintaining a client-centric approach will be instrumental in driving operational excellence and fostering long-lasting client relationships.

Essential Functions: Seamless Client Relations and Operational Support

- **Client Experience and Communication:**
 - Build and nurture strong, long-lasting client relationships by greeting clients and providing them with support on who and where they need to receive services.
 - Maintain a professional and welcoming front office environment.
 - Communicate proactively with clients to assess the quality of our services and address any issues or inquiries.
 - Utilize the Salesforce CRM system for accurate client data logging, tracking, and lead generation follow-up.
 - Maintain accurate computer records across all commonly used applications and programs for day-to-day functions.

- **Cross-Functional Collaboration:**
 - Provide valuable support to the Breeding Services, Finance, Genetics, Farm Production, Business Development and Client Service Teams ensuring an accurate flow of information.
 - Assist the Nutrition and Pharmacy Specialists with order processing: Website Sire Catalog and Pharmacy orders, as well as call-in, walk-in, email orders received from CSRs.
 - Support the Genetics Team by managing call-in semen shipping requests and ensuring proper tracking and coordination of semen tank shipments.
 - Contribute to the order fulfillment process by pulling, packing, and shipping supply orders.
 - Develop proficiency in maintaining FedEx and UPS shipping procedures.
 - Provide exceptional frontline client support by promptly responding to inquiries through phone calls, emails, website chats, and social media platforms.
 - Gain expertise in utilizing the Inventory App to assist with data updates and inquiries.
 - Create accurate invoices in QuickBooks and process on-site payments efficiently.

- Forward client requests to appropriate team members or log messages for timely follow-up.
- File paperwork meticulously in client files and ensure proper completion of service agreements.
- Become well-versed in the Certified Veterinary Inspection (CVI) process for transport health papers.

Essential Education, Skills, and Experience: Qualifications and Attributes for Success

- Education and Experience:
 - A bachelor's degree is preferred, or an equivalent combination of relevant education and experience
 - Minimum of 2 years of experience in animal agriculture, sales, and/or client services roles
 - Knowledge and understanding of animal reproduction, health, and nutrition principles are advantageous
- Essential Skills and Competencies:
 - Strong problem-solving abilities and a proactive, hands-on approach to tackling challenges
 - Excellent interpersonal and collaboration skills, with the ability to promote a team-oriented environment
 - Proven ability to work effectively within cross-functional teams in a matrix organizational structure
 - Exceptional written and verbal communication skills, with the ability to articulate ideas clearly and persuasively
 - Proficiency in obtaining, analyzing, and interpreting data and records
 - Skilled in constructive debate and comfortable in expressing opinions while respecting collective decisions
 - Self-motivated and resourceful, with a strong sense of ownership and follow-through

Technical Proficiency:

- Advanced understanding and proficiency in basic office applications, including Microsoft Office Suite, SharePoint, and Salesforce
- Familiarity with industry-specific software and systems is a plus

Personal Attributes:

- Tough-minded and resilient, with the ability to maintain professionalism in challenging situations
- Positive and professional demeanor, reflected in voice, text, and email communication
- Collaborative mindset and ability to build effective working relationships across multiple teams
- Legally eligible to work in the United States (U.S. citizenship or valid work visa)
- Valid driver's license with a clean record
- 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 40 pounds.
- 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.

Breeding Season Additional Assignments (July thru Nov):

- Assist with meal preparation and clean-up on procedure days
- Support the Inventory Coordinator with tasks and / or updates as requested
- Expect extended hours to help support procedure day activities

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

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

Note: Additions or modifications to this Job Description are possible and will be made as necessary or deemed appropriate due to changes in the business focus and growth.

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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