

Genetics - Client Service Representative

Are you passionate about animal agriculture and ready to make a real impact? We're looking for a **Genetics Client Service Representative** who thrives in a fast-paced environment and is committed to delivering exceptional service to our clients.

- **About the Role**

- The Client Service Representative (CSR) for the Genetics team must have a thrive in a fast-paced environment. This individual will work alongside our Semen Collections Team, Frozen Genetics Team, Veterinarians, Client Service Representatives, and Clients 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 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.

- **What You'll Do**

- **Client Service & Communication** — Handle client calls and inquiries with the highest level of service, maintaining accurate data in Salesforce/CRM related to genetic information and client records.
- **Inventory & Genetics Management** — Manage semen, embryo, and inventory systems accurately, supporting processing, purchasing, storage, shipping, and movement of genetics materials. Packing tanks for shipments.
- **Collection & Intake Support** — Assist with Ram/Buck collection success and on-site client intake procedures as part of the Genetics Team.
- **Standards & Professionalism** — Follow RSG's policies, implement the RSG Way, and maintain a professional image that reflects the company's leadership in small ruminant reproduction.
- **Teamwork & Flexibility** — Operate as a collaborative team player, participate in weekend chore rotations, and take on additional duties as needed.

- **What We Are Looking For**

- A genuine passion for animal agriculture
- Strong communication and listening skills
- Team player – Culture is a significant part of the RSG Way
- Commitment to excellence and client satisfaction