

Company: Farm Service Cooperative

Job Title: Account Manager – Feed

FLSA Designation: Exempt

Reports to: Feed Division Manager

Account Manager Role: Plan, direct and coordinate sales responsibility for designated area customers, for all feed and grain products and related items and services available from Farm Service Cooperative.

Accountabilities/Essential Functions:

- Determine appropriate products needed to fulfill customer's needs.
- Read catalogs, feed tags, or computer information in order to determine products needed and costs associated with those products.
- Balance rations with given inputs to determine correct feeding programs.
- Perform farm visits to buildings or facilities to assist producers in making management decisions relating to animal health, environment or feeding recommendations.
- Fill customer orders by phoning in to Feed Mill or Feed Office.
- Advise customers on substitution or modification of products when identical replacements are not available.
- Identify opportunities in customer's operations to make them more profitable.
- Assist Feed Division Manager with Closeout and Recordkeeping for assigned accounts.
- Receive payment or obtain credit authorization from customer.
- Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers, as well as make recommendations to customer, including possible substitution or modification of products.
- Plan, direct and train office accounting personnel to assist with feed sales billing to the customer and/or monitor and track feed sales by vendor.
- Responsible for reconciliation of agronomy inventories on a monthly, yearly or as needed basis.
- Review orders and schedules, such as types and quantities of inventories and scheduled delivery and shipment dates in order to plan operations.
- Implement safety and regulatory compliance requirements as directed.
- Become knowledgeable and familiar with FSC's products and services.
- Confer with vendors to obtain service or product information, such as price, availability, and delivery schedule.
- Review suggestions of ways to improve work methods and procedures made by employees and decide on course of action.
- Develop, revise and implement operating methods and procedures designed to eliminate operating problems and improve quality of products and services.
- Recommend, review, develop, implement and enforce operational policies and procedures and observe workers to ensure compliance with standards.

- Work in cooperation with other divisions, locations, customers, supervisors and managers with a positive attitude and willingness to provide positive feedback to them.

Account Manager (Feed)

Page II

- Suggest ideas, discovers new and better ways to accomplish goals.
- Display a high level of initiative, effort and commitment towards company goals.
- Display high standards of ethical conduct. Exhibits honesty and integrity.
- Willingness to consider new ideas or divergent points of view.
- Employee is expected to travel, including but not limited to, other FSC facilities, producer farm or buildings.
- Perform or implement housekeeping and maintenance as needed of grain and feed facilities.
- Perform other duties and tasks as assigned by the Branch Manager.

Knowledge, Skills and Experience:

- Ability to communicate information or ideas effectively in oral or written form.
- Ability to listen to what other people are saying and ask questions as appropriate.
- Perform basic math operations (add, subtract, multiply, divide) to include, but not limited to, use of whole numbers, fractions, decimals, percentages and discounts.
- Work and communicate with internal and external customers to meet their needs in a polite, courteous and cooperative manner. Committed to quality service.
- Ability to identify and analyze problems associated with work processes.
- Develop constructive and cooperative relationships with others.
- Ability to organize and work on multiple tasks concurrently.
- Demonstrate responsible behavior and attention to detail.
- Encourage and facilitate cooperation, pride, trust, and group identity. Foster commitment and team spirit.
- Knowledge of policies and practices involved in personnel/human resource functions.
- Knowledge of economic and basic accounting principles and practices; and the analysis and reporting of financial data.
- Knowledge and skill in judgment and decision making, negotiation, and management of material resources.
- Ability to establish division objectives and to assess progress toward their achievement.
- Ability to analyze organizational and operational problems and develop timely and economical solutions.
- Capacity to adjust to change, work pressures or difficult situations without undue stress.

