



27411 370th St NW
Argyle, MN 56713
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(218)-437-8200

Position openings:

Customer Service Representative - Suretrack Department

Department - **Suretrack**

Employment Type – **Full-Time or Part-Time**

Minimum Experience –

Compensation - **\$20 - \$25 per hour (DOE)**

A&S Ag Sales, LLC is located in Northwestern Minnesota. We offer a full line of Grain Storage, Handling Equipment and Steel Frame Buildings. At A&S Ag Sales, we take care of all storage & handling needs. From the point of sale to the actual site construction, A&S Ag Sales handles the entire process from start to finish.

Our goal is to be the best in the business while ensuring customer satisfaction and top-quality products. With honesty, respect and care for our customers' needs, we hope to gain their repeat and referral business.

Job Summary

The Customer Account Manager (CSR) position within the Suretrack department will be responsible for daily interactions with customers and/or (sub) dealers to proactively monitor and manage customer accounts. The CSR will work to understand specific customer needs and become a trusted advisor helping them resolve any issues that may arise. The CSR will communicate and collaborate with other team members and strategic partners (sub-dealers) to advocate on behalf of their customer accounts.

Duties/Responsibilities:

- Professionally interact with customers and/or (sub) dealers via phone, email, text, or in-person as necessary to provide support for products and systems.
- Manage a portfolio of agricultural customers by proactively reviewing account data to help customers maximize their technology investment and to search out system issues to stop them before they occur.
- Identify and resolve customer system or product issues through proper diagnosis of cause and utilize appropriate systems to collect, record, and document data.
- Onboard new customers into the Suretrack Farm platform.
- Become a proficient user of Suretrack Farm platform and sifter tool.
- Escalate customer cases as necessary by opening cases with the manufacturer.
- Pass cases on to service manager.
- Collaborate with others to identify the best solution for an issue and monitor until resolved.
- Follow-up with customers to ensure issue resolution is to their satisfaction.

- Be an advisor to customers by helping them set up the Bin Manager system to achieve the customers desired results.
- Work to identify customer wants and needs. Build strong relationships with customers to become a partner in their business success.
- Track, maintain, and provide status updates for issues with long term resolutions.
- Order replacement parts for service truck inventory.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Knowledge of computer programs such as Microsoft Outlook, Word, Excel.
- Strong organizational skills.
- Strong problem-solving skills.
- Willingness to work and get along with others.
- Attention to details and accuracy.
- Excellent time management skills and can meet multiple deadlines.
- Self-Starter-have the ability to work without direct supervision and be self-motivated.
- Ability to travel as needed.
- Willingness to be trained and learn new skills.

Education and Experience:

- 2 years of customer service experience preferred.
- General agricultural knowledge.
- Proven experience in problem-solving, and critical thinking.

Physical Requirements:

Sitting for extended periods

Our Benefits Package Includes:

- Health insurance
- PTO and Holiday Pay
- 401k with Company Match (Time Vested)

EOE Statement: A&S Ag Sales is an Equal Employment Opportunity Employer. FEDERAL LAW OBLIGATES US TO PROVIDE REASONABLE ACCOMMODATION TO THE KNOWN DISABILITIES OF APPLICANTS AND EMPLOYEES, UNLESS TO DO SO WOULD IMPOSE UNDUE HARDSHIP. PLEASE FEEL FREE TO LET US KNOW IF YOU NEED ACCOMMODATION TO COMPLETE THE APPLICATION PROCESS OR TO PERFORM ANY ESSENTIAL ELEMENTS OF THE POSITION SOUGHT. Applications are considered for all positions, and employees are treated during employment, without regard to race, religion, gender, national origin, age, disability, or any other prohibited basis of discrimination, as provided under applicable state and federal law. Notice to Applicants: An illegal drug test and background check are required as a Conditional Offer of Employment.