



Job Description

Job Title: Customer Service Representative

Department: Administration

Reports To: Controller

FLSA Status: Non-exempt

Prepared: April 2025

SUMMARY:

The Customer Service Representative is responsible for administrative support and exceptional customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide administrative support to include timely and accurate document filing and data entry.
- Take orders from customers, in person and over the phone, and enter them into the system utilizing computerized/custom software.
- Invoice customers and mail invoices and monthly statements within time periods specified by the supervisor.
- Accurately process and post customer payments.
- Provide effective, courteous, and positive communication/relations with customers and co-workers, both in person and over the phone.
- Post inventory receipts against purchase orders accurately and on time.
- Assist accounting department with administrative support and projects.
- Possess basic knowledge of livestock feed and ingredients, or willingness to learn.
- Maintain, adhere to, and promote all safety standards and government regulations maintaining high safety standards.
- Perform other duties as assigned by the supervisor.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent. Must be proficient in computer operations, knowledge of computer software, and common office platforms. Willing to seek out and attend additional continuing education, seminars, classes or other job related education requirements or opportunities.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, calculate figures and amounts such as discounts, freight, and margins. Additionally, the employee must possess the ability to convert pounds to tons. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

TRAVEL:

None

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid driver's license with safe driving record

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is constantly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms, and taste or smell. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is generally working in an office environment. The noise level in the work environment is usually moderate. Employee must understand and implement all related safety policies, procedures and programs for prevention and protection while performing job duties in various work environments.

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