Streamline Ag
Seed-Driven Crop Inputs

NOW HIRING

Customer Success Representative

Remote | Full Time | Occasional Travel | Reports to: Administration & Operations Coordinator

The Customer Success Representative (CSR) serves as a connection between our customers and our sales staff. The CSR is responsible for building and maintaining positive relationships with our customers by providing exceptional customer service through order and payment processing, shipping, delivery, and transfers. In addition, the CSR provides support to our Technical Sales Support staff as needed.

ROLE AND RESPONSIBILITIES

- Provide exceptional, proactive business service to our customers, including but not limited to order entry, shipping, product transfers, deliveries, customer payments, and account reconciliation.
- Process customer financing and post daily cash and financing receipts to customer accounts.
- Review customer account activity on a regular basis to ensure accurate monthly statements.
- Send monthly statements and assist customers with questions relating to their account activity.
- Assist in building and maintaining accurate customer master database information.
- Maintain accurate customer record files (payments, financing, orders, refunds).
- Conduct accounts receivable (AR) reviews.

CRITICAL SKILLS

- Professional customer service skills
- Exceptional organizational skills
- Ability to communicate and work effectively with all segments of the organization as well as outside parties
- Attention to detail and drive to produce quality results
- Ability to solve problems in a considerate and professional manner
- Experience in an ERP or CRM related software

CRITICAL EXPERIENCE

- At least 2 years' experience in a customer service role
- Bachelor's degree preferred
- Customer-facing experience strongly preferred
- Crop input industry experience preferred

CORE DIMENSIONS

- Customer focused (both internal and external)
- Problem solver
- Organized, able to prioritize and multi-task
- Adapts to and influences change in process and policy when applicable
- Possesses and operates with integrity

HOW TO APPLY

Email your resume to **Info@streamline-ag.com** with the subject line **"Customer Success Representative Application."**