

Reproduction Enterprises, Inc.

Stillwater, OK

Employment Opportunity: Customer Service Representative

General Requirements

- Background in the livestock industry
- In-depth knowledge of reproduction
- Physical ability to perform tasks
- Ability to learn/train in specific areas
- Assist with customer relations

Education Requirements

Bachelor's degree in Animal Science or related field

Primary Responsibilities

1. Assist walk-in customers by pulling semen, filling tanks, and getting their retail supplies. (This duty takes priority of all others.)
2. Answer the central telephone system in a professional manner, which consists of a total of four incoming lines. It is necessary to stay abreast of current events in all divisions at REI in order to channel calls to the proper area for assistance or to take messages as necessary.
3. Assist customers with information by giving directions to each division, hours that the office is open, etc.
4. Operate multiple paging systems and messaging within the office.
5. Assist customers with orders, releases, and account concerns on the phone and in person.
6. Assist Shipping Manager with shipping duties, including pulling and verifying orders.
7. Transfer semen into new and existing accounts.
8. Maintain resale and customer semen ordering.
9. Do all deposits, including daily check and credit card deposits, twice weekly cash deposits, and monthly autopay deposits.
10. Facilitate twice weekly REI storage tank filling.
11. Must be able to lift/maneuver heavy tanks that can reach up to 100 lbs when filled with nitrogen.
12. Oversee all office cleaning.
13. Assist with counting and caning as needed
14. Duties as assigned.
15. Conduct tank test on customer tanks

Daily Activities:

- Assist customers in person and over the phone by:
 - Taking payments
 - Taking releases
 - Taking orders
 - Pulling orders
 - Verifying orders
 - Packaging orders

- Answering questions about their invoices, account balance, & storage inventory
- Filling nitrogen tanks
- Deposits – checks, credit cards, and cash
- Phone communication – transferring calls or taking messages for appropriate departments.
- Check in incoming animals – including completing the contract and assigning the animal a code. (secondary to Marketing and Promotions Specialist position)
- Assist Shipping Department – this will include pulling, verifying, and packaging shipments.

Back-Up Duties:

There will be times when co-workers are out due to vacation or illness. During those times, the Customer Service Representative will be required to do the following:

- Invoice out and pull out-going shipments.
- Coordinate part-time help to verify and pack shipments, check in shipments, and inventory any semen, or embryos that come in.
- Assist customers with account questions and reconciliation.
- Schedule incoming appointments and check-in animals.

Benefits:

- Health, Vision and Life Insurance
- Paid Vacation/Holiday
- Competitive Salary
- Retirement program

This full-time, salaried position is available immediately. There will be a required 4 to 6 -week training and observation period following job acceptance. During this time, the candidate will receive extensive training in our specific procedures and will be evaluated for his/ her compatibility with our team. Salary will be commensurate with experience and benefit eligibility will be determined following completion of the training period. Due to the nature of this work with animals, early mornings and late evenings will sometimes be required.

**Please send resume to Natalie Ledgerwood.
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