

Reproduction Enterprises, Inc.

Job Description: Customer Service Representative

Stillwater, OK

About REI:

Reproduction Enterprises, Inc. (REI) is a growing reproduction service center located in Stillwater, OK. REI has been involved in semen collection and processing since 1978 and has been a member of National Association of Animal Breeders (**NAAB**) for several years. REI has maintained (**CSS**) certification status with NAAB since 1982. Semen processing and freezing has expanded to not only include bovine but also caprine, equine, white tail deer and more recently canine. In 1980 REI began embryo transfer services in cattle. REI has operated as a certified facility for over 15 years with the American Embryo Transfer Association (**AETA**). REI desires to expand their female reproductive services, to include many of the same species in which we are cryogenically preserving semen.

Job Description:

The Customer Service Representative will be responsible for being the first person to speak with clients. They will be responsible for answering and greeting all customers that walk through the door. This position oversees appearance of building, office, and retail display. Other activities will be calling on all 90 day past due accounts, and invoicing nitrogen route. They will in charge of cash, credit card, and check deposits for REI.

Educational Requirements:

Prefer a bachelor's degree in animal science or related field.

Daily Requirements:

1. Assist walk-in customers by pulling semen, filling tanks, and getting their retail supplies. (This duty takes priority of all others.)
2. Assist customers with information by giving directions to each division, hours that the office is open, etc.
3. Operate multiple paging systems and messaging within the office.
4. Assist customers with orders, releases, and account concerns on the phone and in person.
5. Do all deposits, including daily check and credit card deposits, twice weekly cash deposits, and monthly autopay deposits.
6. Assist in twice weekly REI storage tank filling
7. Schedule all appointments and make client folders
8. Work closely with our BullStud Production team
9. Must be able to lift/maneuver heavy tanks that can reach up to 100 lbs when filled with nitrogen.
10. Oversee all office cleaning.
11. Duties as assigned.

Weekly Requirements

1. Assist with weekly cleaning

2. Assist with customers
3. Put away semen that has been counted and caned.
4. Verify customer tanks have been measured and filled.
5. Other duties as assigned.

Monthly Activities:

1. Assist with weekly cleaning
2. Other duties as assigned

Other Activities:

1. Assisting customers in person or on the phone by taking orders. Orders will need to be pulled and verified.
2. Training new employees
 - a. How to fill semen tanks and shippers.
 - b. How to fill C tank with nitrogen and how the nitrogen system works in the building.
3. Filing receipts, invoices and adjustments and any other general office duties
4. Maintaining inventory control and resolving inventory issues as they arise
5. Work Saturday's from 9-12 in rotation with other full-time employees.

Back-Up Duties:

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

Customer Service Representative

- a. Process daily credit card and check deposits and autopay if needed.
- b. Assist walk-in customers with all needs.
- c. Make certain REI tanks are filled on Tuesdays and Fridays
- d. Move up in order of person to answer phone

Reproduction Enterprises, Inc is an Equal Opportunity Employer.

Job Type: Full-time

Please send resumes to lori@reproductionenterprises.com