



Position:
Regional Customer Verification Specialist

Area: SD, NE, KS, MO, and IA

Roles and Responsibilities:

- Serve as the first line of superior customer service for cow/calf producers in SD, NE, KS, MO and IA (regions may shift overtime as necessary to meet client needs)
- Address potential and existing customer questions about programs and processes
- Assist customers in preparing for audits
- Communicate with auditors
- Technical Review for compliance to various standards
- Assist customers with corrective actions if necessary
- Compile audit findings into audit reports
- Issue approval certificates and/or letters of compliance
- Collect and report customer feedback
- Attend regional events as appropriate
- Other duties as assigned

Required Skills & Experience:

- Livestock and/or Agricultural background and experience (beef focus with an emphasis in the cow/calf sector)
- Bachelor's Degree in Animal Science and/or related agriculture field preferred
- Excellent knowledge of Microsoft Office
- Exceptional communication skills and customer-service centric
- Sense of urgency towards customer service and task management
- Strong aptitude for professionalism and courtesy
- Self-motivated with a willingness to learn
- Ability to multi-task and manage priorities effectively and efficiently
- Must have a positive, solution-oriented attitude and be a team player

Working Conditions:

- This position can be remote contingent upon experience. Due to the nature of this position, it is necessary that you are available Monday through Friday from 8am to 5pm, with additional hours possible. Additionally, due to the nature of the information handled within this position, complete confidentiality, and refrain from conflict of interest is demanded, and failure to adhere to these requirements is a terminable offense. We are a company that encourages self-starters and we reward highly motivated employees. There is opportunity for growth within this position for the individual who consistently excels in their performance.