



Job Title:

Customer Verification Specialist for IMI Global (a division of Where Food Comes From, Inc.)

Roles and Responsibilities:

- Serve as the first line of superior customer service
- Address potential and existing customer questions about verification programs, specific claims, tags, etc.
- Assist customers in preparing for audits
- Communicate with auditors
- Review audits for compliance to standards or program requirements
- Assist customers with corrective actions if necessary
- Compile audit findings into audit reports
- Issue approval certificates
- Collect and report customer feedback
- Other duties as assigned

Required Skills:

- Livestock and/or Agricultural background and experience (primarily beef, but experience and/or exposure to pork, poultry, sheep and/or dairy is a plus)
- Bachelor's Degree in Animal Science and/or related agriculture field preferred
- Excellent knowledge of Microsoft Office
- Exceptional communication skills and customer-service centric
- Strong aptitude for professionalism and courtesy
- Willingness to learn
- Ability to take direction
- Ability to multi-task
- Must have great attitude
- Must be a team player

Working Conditions: Primarily in an office environment. Due to the nature of this position, it is necessary that you are in the office Monday through Friday from 8am to 5pm. 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.