



JOB TITLE Grower Services/Sales Support Rep

PURPOSE/SCOPE Provide sales support to the Sales team and dealers. Serve as a technical resource for sales software and programs. Administer the Production Grower process.

REPORTS TO: Director of Sales

RESPONSIBILITIES:

1. Sales Support

- Handle requests and queries appropriately for sales team
- Record sales meeting minutes and accurately enter data
- Support other departments when needed with projects
- Maintain and assist marketing in prospect campaigns CRM information
- Assist in the execution of events such as field days, crop clinics, educational meetings, etc
- Execute Thank You call campaign
- Monitor and report on the effectiveness of marketing and sales programs
- Assist in dealer events such as Dealer Kickoff, Dealer Training, etc
- Serves as dealer contact for business practices and dealer portal
- Complete order adjustments and changes in the portal/CRM when needed

2. Sales Software administration (CRM and Power BI)

- Serve as a resource for CRM and Power BI for sales department and dealer network
- Assist in database and report accuracy
- Troubleshoot errors and work with IT department
- Set up campaigns, import new data, pull requested data as needed.
- Identify and coordinate needed changes of software functionality to meet ongoing business needs

3. Production Grower Process

- Serve as the primary internal contact point for soybean production growers
- Maintain accuracy of Production Grower information throughout the year
- Coordinate the process between all departments and report on issues to create improvements
- Provide consistent communication with our Production Growers throughout the year



EDUCATION/TRAINING REQUIRED

- 2-year Degree or Equivalent work experience

EXPERIENCE REQUIRED

- CRM
- All Microsoft Suite programs
 - Microsoft Excel
 - Formulas
 - Pivot Tables
 - Graphs
 - Word
 - Power BI
 - Teams
 - PowerPoint
- Proven Customer Service Experience

SUCCESSFUL CANDIDATE WILL POSSESS:

- Excellent analysis skills
- Strong written and oral communication skills
- The ability to demonstrate through action, Peterson Farms Seed's Core Tenets:
 - Integrity
 - Team Contribution
 - Excellence
 - Positive Attitude