



BETTER COWS > BETTER LIFE

CRV USA Holdings Inc. • 2418 Crossroads Drive, Suite 2300 • Madison, WI 53718
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Position Description

Title: Customer Service Coordinator

Date of Issue: June 2023

POSITION SUMMARY

CRV USA is seeking a Customer Service Coordinator to be located at the U.S. headquarters in Madison, Wisconsin. The successful candidate will bring experience in a variety of customer service and process orientated tasks to deliver high-quality results for customers, field staff, and management team.

This position represents an opportunity to become part of an exciting team focusing on delivering high quality products and service to our clients and staff. The successful candidate will work with our clients and staff by phone to better their client journey, answer any questions they have, coordinate orders of all products offered, and work directly with our back-office team on business operations to ensure the successful operations of a dynamic company.

The ideal candidate actively supports CRV USA's Mission and Values and displays behavior consistent with CRV USA's Core Competencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Duties and Responsibilities

- Provide customer support for all customers that call into the office
 - Complete sales to clients that do not have a sales representative assigned to them
 - Process payments, send invoices, statements, etc. to clients upon request
- Manage wholesalers and/or distributors of CRV Product
 - Proactively approaching wholesalers/ distributors to sell CRV product
 - Process payments, send invoices and support inventory management
- Write, modify, and maintain SOP's for the flow of our product
 - Recommend/write SOPs for product logistics
 - Set KPI's to maximize efficiency
 - Develop and maintain SOP logs for standard communication
- Serve as assistant receptionist for the CRV USA main office phone line and greet visitors.
- Coordinate directly with vendors to distribute sales products, at the most competitive pricing
- Assist with keeping the office clean and organized.
- Coordinate mail delivery and receipt utilizing UPS/FedEx/USPS/Amazon
- Provide administrative support for all members of staff as needed.

Other Functions and Responsibilities

- CRV USA places a high level of importance on the teamwork approach and a willingness to perform duties that may not necessarily be included in this job description.

QUALIFICATIONS

Core Competencies

- Understands job expectations and takes-action without being prompted
- Works independently and takes personal responsibility for assigned duties
- Generates original ideas and develops innovative solutions to help grow the business
- Encourages the flow of information, and displays active listening
- Flexible and adaptable to changing priorities and assignments

Job Specific Qualifications

- Excellent customer service and interpersonal skills to deal courteously and effectively with staff, customers, and the public are required
- Proven proficiency with computers using Microsoft Word, Outlook, Excel, and Teams is required
- Outstanding verbal and written communication skills
- Previous experience with QuickBooks is desired
- Excellent organizational skills, prioritization skills, and problem-solving ability required
- Ability to manage multiple tasks with paying attention to details
- Knowledge of agriculture and or bovine genetics is a benefit

Physical Requirements

This job requires the individual to:

- Sit, stand, bend, kneel and lift intermittently
- Use a keyboard extensively
- Answer the telephone; take accurate messages and direct calls as appropriate
- Occasionally lift and/or move physical inventory weighing up to fifty pounds

Education

- Bachelor's degree desired or equivalent work experience

WORK LOCATION: CRV USA HOLDINGS, Inc. Office in Madison, Wisconsin

SUPERVISED BY: General Manager, CRV USA Holdings, Inc.

SUPERVISES: This position does not supervise subordinate staff.

STATUS: Non-exempt position

To apply, please send your resume to info@crv4all.us

Better cows lead to a better life for our customers, for society, and for the animals in your herd. We are committed to delivering herds and smart solutions that can help our customers future-proof their business with our focus on Health and Efficiency. We do this by delivering top-quality genetics, smart breeding management solutions, and personal advice on herd management to enable our customers to build healthy and efficient herds which are profitable and easy to manage, in a sustainable way.