

## **JOB TITLE: CUSTOMER SUPPORT SPECIALIST**

**COMPANY:** Farmers Business Network (“FBN”) is a new information and decision support system serving farmers and their trusted advisors. Farmers Business Network gathers disparate data from its farmer members, analyzes the data, and converts it into new insights and perspectives, previously unavailable, that can help farmers make better decisions, manage risk, and ultimately increase the profitability of their farming operations.

### **OVERVIEW OF POSITION:**

The individual assigned to this position will aggressively work to identify and recruit new farmers for FBN and ensure that each customer has the best possible experience using FBN services. This individual will cover a predetermined market area and will communicate with farmers in person, by phone or by email, as appropriate. They will help to work with the farmer to learn the farmers business, set them up with FBN, acquire data, and educate on good data collection methods. Ambitious, yet realistic performance goals will be assigned to an individual in this position. This is a most important role within FBN because the people in this role are the face of FBN to our customers.

Farmers Business Network currently has openings for full time positions as well as some summer interns. We are looking for people that fit into our corporate culture of honesty, high integrity, commitment, hard work and a sincere passion for what we do.

### **GENERAL SKILLS:**

- Very strong communication and interpersonal skills
- Must have strong planning and organizational skills
- Must be highly motivated with strong work ethic
- Ability to work effectively within a team structure
- Highly customer focused and committed to high customer satisfaction
- Good understanding of today’s Precision Farming Systems
- Relatively high comfort level working with computers
- Understanding of agronomy and crop production

- Must be highly motivated to achieve business goals and objectives
- Strong time management skills

### **PREFERRED SKILLS & QUALIFICATIONS**

- Advanced degree in agronomic discipline
- Experience or familiarity using Precision Farming Systems (some training provided)
- Experience as an Ag Instructor or educator
- Farm or farm related background
- College degree

### **JOB DUTIES**

- Participate in all training provided and make efforts to learn precision farming systems
- Contact active ag instructors to explain FBN and its mission and to acquire the names and contact information of sophisticated growers in their area
- Use software provided by FBN to document all customer interactions
- Once identified, recruit high potential farmer members
- Plan and conduct farmer meetings to recruit and/or train them about FBN
- Plan and conduct meetings to train FBN members on the use of the system and best practices needed to ensure quality data
- Document and report suggestions from customers to improve FBN
- May be asked to represent FBN at various farm industry trade shows/events
- Maintain a customer retention rate of 95%
- Help new customers get their accounts set up properly
- Help customers, as needed, transfer data to FBN
- Some daily travel is required

Please call or send you resume to:

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