



Role Profile

Role Title: Sales Support Manager

Reports To: NA Commercial Operations Director

Position Location: Deforest

Company Background:

ABS Global is the world-leading provider of bovine genetics, reproductive services, technologies and udder care products. Marketing in more than 70 countries around the globe, ABS has been at the forefront of animal genetics and technology since its founding in 1941. We are uniquely positioned as a global player with a dedicated research and development function and an international distribution network. We breed and distribute the genes of the world's best bulls, scientifically selecting livestock whose offspring is designed to increase the profitability of our customers who are some of the world's biggest farmers and food producers.

Our vision is clear: Pioneering animal genetic improvement to help nourish the world.

Role Overview:

The Sales Support Manager supports sales representatives and channel partners in administrative areas such as order processing, sales quotes, sales information management, product training and financing. This role tracks transactions and prepares reports regarding information such as order status, sales results, leads, sales quotas and sales representative earnings.

Specific Accountabilities:

- Drafts, implements, and executes policies and procedures to facilitate a quality customer service experience.
- Establishes performance metrics for customer service representatives.
- Establishes service levels and requirements for the department.
- Develops and implements methods to record, assess, and analyze customer feedback.
- Develops and implements training and quality assurance programs for new hires and experienced employees.
- Identifies and recommends or acquires updates and expansions to technology, equipment, and policies that may improve customer service and retention.
- Acts as a liaison between the customer service department and other divisions in the company.
- Drafts and implements the department's budget.
- Is accountable for the performance and results of a team within own discipline
- Adapts departmental plans and priorities to address resource and operational challenges
- Decisions are guided by policies, procedures and business plan; receives guidance from manager
- Provides technical guidance to employees, colleagues and/or customers

- Requires in-depth understanding of concepts, theories and principles in own discipline and basic knowledge of other disciplines
- Manages a generally homogeneous team of professionals and/or supervisors; adapts plans and priorities to meet service and/or operational challenges
- Impacts the level of service and the team's ability to meet quality, volume, and timeliness objectives

Qualifications and Experience:

- Bachelor's degree in business administration or relevant field
- A minimum of 5 years of proven experience in a customer service position.
- Proficiency in Microsoft Office and customer service software.
- Experience in a management role
- Good understanding of management practices and techniques.
- Experience in an Agriculture Industry is a plus
- Excellent leadership and interpersonal skills.
- Excellent written and verbal communication skills
- Outstanding time management and organizational skills

Capabilities and behaviors:

- Live and display the Genus values at all times in their day-to-day activities.
- Maintain professional verbal and written communications with co-workers, internal and external customers, and vendors at all times.
- Be flexible with respect to job responsibilities and consistently strive to be an effective team member.
- Strive to advance your skills and display a willingness to accept future development.
- Actively participate in company training opportunities to further develop skills applicable to the team.
- Gain an understanding of the company's business and the team's role within the company.

Equal Employment Opportunities:

Genus is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Genus prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Genus conforms to the spirit as well as to the letter of all applicable laws and regulations.