



## Role Profile

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**Role Title: Sales Support Specialist**

**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 Sale Support Specialist provides professional and courteous service to internal and external customers by resolving concerns and placing product orders in a fastpaced environment. Accountable for providing requested products in an accurate and timely manner. Educate customers on products and promotions related to semen and udder care products.

### **Specific Accountabilities:**

- Provide professional and courteous service through effective listening techniques and projecting a sincere and enthusiastic demeanor with the goal of uncovering primary needs.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Process requests for quotes and orders accurately and timely; follow up with customer when necessary.
- Ability to think quickly and logically to ensure expedient response to customer inquiries.
- Enter information into multiple screens and multiple programs while listening to information from customers.
- Follow policy and procedure documents to provide customer services to satisfy business and customer needs.
- Build and maintain understanding of ABS business, products, services and the AI industry through industry training and literature
- Improves quality service by recommending improved processes; identifying new product and service applications.
- Maintains up-to-date awareness of company activities and industry trends.
- Develop, implement, and maintain processes for continued best practice in department.

- Follow policy and procedure documents to provide customer services to satisfy business and customer needs.
- Work on special projects as assigned
- Updates job knowledge by participating in educational opportunities.

**Qualifications and Experience:**

- High school diploma or equivalent required
- 1-3 years experience in a customer service or sales related role preferred
- Agriculture experience with knowledge of dairy and/or beef preferred
- Computer and systems knowledge and experience required

**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.