Location: Hart, Michigan

Job Title: Account Relations Manager

Division: Agronomy

Reply To: Martin Hall, Region Manager at mhall@ncc.coop

Reports to: Senior Manager of Sales

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Supports and carries out NCC’s stated Vision, Mission, Values and Image.
- Projects a positive attitude to customers and employees at all times.
- Provides outstanding and courteous customer service.
- Develops annual farmer/customer programs that include soil testing, field mapping, product recommendations, timely and accurate application, field monitoring as needed, record keeping, and follow-up calls.
- Compiles lists of prospective customers for use as sales leads, and executes individual customer sales strategies.
- Executes sales calls with regular and prospective customers to solicit orders.
- Adheres to NCC’s pricing policies and credit terms.
- Interprets soil sample results and makes fertilizer application recommendations.
- Services customer’s agronomic needs
- Prepares reports as requested by the Senior Manager of Sales.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience Associate’s or Bachelor's degree in a related discipline; or a minimum of five years related experience and/or training; or equivalent combination of education and experience.

Language Skills Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
**Reasoning Ability** Define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills** To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

**Certificates, Licenses, Registrations**

Valid driver’s license, preferred a CDL with required endorsements.

CCA, or capable of acquiring the certificate within a reasonable amount of time.

**Other Skills and Abilities** Demonstrate the ability to organize and carry-out sales plans and strategies by performing one on one successful selling techniques with agricultural crops producers or a proven record of selling skills in other related areas.

**Competencies**

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<td>Adaptability</td>
<td>Organizational Support</td>
<td>Customer Service</td>
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<td>Professionalism</td>
<td>Oral Communication</td>
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**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to toxic or caustic chemicals. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.