



JOB DESCRIPTION

Title: Accounts Representative/Customer Service Representative

Reporting Relationships:

Reports to General Manager and CEO.

Qualifications:

Must possess a friendly, positive attitude and organizational skills, as this position represents the image of Bullnanza Stud Services to callers and customers.

Ability to operate a multi-line telephone system in an efficient and professional manner.

Communicate pleasantly with the public.

Excellent verbal and written communication skills.

Must maintain a high level of confidentiality.

Knowledge of computers required.

Working Relationships:

Since this position requires a great deal of people interaction, must maintain excellent rapport with members of the Bullnanza staff as well as the public in general.

Accounts Representative will ensure that all customer related issues are dealt with in a positive and prompt manner.

Essential Job Functions:

1. Process monthly invoicing and statements.
2. Call past due accounts for payment. If payment is not received, process account to take possession of semen and put on lien sale.
3. Assist General Manager with accounts payable as needed.
4. Assist walk-in customers by pulling semen, filling tanks, and getting their retail supplies.

5. Answer the central telephone system in a professional manner, which consists of a total of four incoming lines. It is necessary to stay abreast of current events in all divisions at Bullnanza in order to channel calls to the proper area for assistance or to take messages as necessary.
6. Assist customers with orders, releases, and account concerns on the phone and in person.
7. Assist Shipping Manager with shipping duties, including pulling and verifying orders.
8. Must be able to lift/maneuver heavy tanks that can reach up to 100 lbs when filled with nitrogen.
9. Assist with counting and caning as needed.
10. Duties as assigned.

Weekly Activities:

- Checking on bad accounts
 - Making calls, follow-up on letters, etc.
- Customer Account Maintenance – including but not limited to:
 - Applying credit holds
 - Taking accounts off of credit hold
 - Applying prepayments
 - Account clean ups
 - Final Notice and Delinquent Account Maintenance – prepare final notices and take action on delinquent accounts.

Monthly Activities:

- Print and mail out monthly storage invoices and statements.

As needed:

- Assisting customers- both in person and over the phone by taking orders. Orders will need to be pulled and verified.
- Checking in incoming bulls (animals into stud division) – including completing the contract and assigning the animal a code.
- Assist Shipping Department – Including pulling, verifying, and packaging shipments.
- Filling tanks with Nitrogen (including customer tanks)
- Maintaining Inventory Control and resolving any issues.
- Be able to cover job responsibilities for the Shipping Manager, Customer Service, and caning personnel.

Please send all resumes to accts@bullnanza.com