



Job Posting: Customer Service Representative I

Location: River Point Farms – Hermiston, OR

Company Profile:

River Point Farms (RPF) is a subsidiary of AgReserves, Inc. (ARI). ARI is a multi-national, multi-corporate company that operates investment farms and ranches throughout the world. RPF currently has an opening for a Customer Service Representative position based at its Hermiston, Oregon onion operation.

Position Description:

The Customer Service Representative I interacts with customers to provide information in response to customer inquiries, orders, and/or complaints. Maintains ongoing relationships with customers and sales team. Provides timely reporting to the sales team regarding inventory and sales goals.

Essential Job Functions:

- Communicates consistently with customers via phone and email to help with any needs they may have.
- Provides customer satisfaction at all times.
- Takes and confirms orders from customers via phone, fax, or email
- Knows and follows each customer specification and ordering requirements.
- Arranges transportation as needed, sends confirmation of loads to carriers.
 - Takes driver calls and assists with questions and directions.
- Coordinates schedules and orders
- Conducts post-sale follow-up re: delivery, on-time shipment, customer satisfaction, etc.
- Manages credit limits of customers for shipped, contracted, and potential shipments.
- Handles all claims and quality concerns in a timely and professional manner
- Analyzes contract customer prices and volumes to provide feedback to management
- Maintains inventory records and provides sales contract positions.
- Assists in contract management of each customer account to ensure contracted pounds are being met.
 - Reports sales and claim activities.
- Develops/maintains technical expertise, including:
 - Intimate knowledge of onions and other fresh produce.
 - Familiarity with processing, packaging, storage, and food safety.
 - Basic understanding of farming practices such as planting, onion development, plant diseases, seasons, irrigation, and harvest.
 - Knowledge of shipping, documentation, payment collection, and trade norms.
- Tracks inventory, including:
 - Understanding current and projected inventory.
 - Forecasting future availability.

Skills and Other Qualifications Required:

Education/Credentials

- Bachelor's degree in marketing / related degree or equivalent work experience
- 1-3 years relevant experience

Knowledge/Skills

- Excellent written and verbal skills at technical and professional levels
- Strong interpersonal, oral, and written communication skills
- Excellent time management skills; ability to prioritize multiple tasks
- Strong analytical capabilities

NOTE: The specific statements shown in each section of this job announcement are not intended to be all-inclusive, but represent typical elements and criteria considered necessary to successfully perform the job.



- Proficient in MS Office (Word, Excel, PowerPoint)

Salary/Benefits: Salary is based on experience and qualifications. Benefits include: Medical, Dental, Group Term Life, Disability, Retirement Savings Programs (401k and Retirement Plus Plan), Flex-Spending, and other value-added benefits.

To Apply: Send resume to careers.rpf@agreserves.com with “RPF-Customer Service Representative” in the subject line