



AgReserves, Inc.

Job Posting: Customer Service Representative

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 Description:

The Customer Service Representative interacts with customers to provide information in response to customer inquiries, sales orders, and/or complaints. This position maintains a high level, ongoing relationship with customers and the sales team.

Essential Job Functions:

- Consistent communication with customers via phone and emails to help with any needs that may arise.
- Provide “wow” factor always to every customer.
- Take and confirm orders from customers via phone, fax or e-mail.
- Work with market sales on customer assistance and order entry.
- Arrange transportation as needed, send confirmation of loads to carriers.
- Coordinate scheduling and orders with the processing plant, packing plant, and California suppliers / shippers.
- Take driver calls, assist with directions and questions.
- Manage customer complaints according to RPF’s protocol with integrity and professionalism.
- Assist in contract management of each customer account to assure contracted pounds are being met.
- Know and follow each customer specification and ordering protocol.
- Cross train in other positions within the department to provide adequate backup.
- Follow all company safety policies and procedures.

Skills and Other Qualifications Required:

- Valid Driver’s License required
- Must have High School diploma or GED, bachelor’s degree preferred
- Must have at least 1-year customer service experience
- Knowledge of Infor M3 experience preferred

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.



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- Must have excellent phone, negotiation and communication skills

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.