



CAREER OPPORTUNITY

Customer Service Representative (12 Month TERM), Oakner, MB

CLOSING DATE: Friday, September 28, 2007

Company Information:

Cargill Incorporated is an international provider of food, agricultural and risk management products and services. With 142,000 employees in 61 countries, the company is committed to using its knowledge and experience to collaborate with customers to help them succeed.

Cargill Limited, a subsidiary of Cargill Incorporated, is one of Canada's largest agricultural merchandisers and processors with interests in meat, egg, malt and oilseed processing, livestock feed, salt manufacturing, as well as crop input products, grain handling and merchandizing.

Cargill AgHorizons, with a network of 65 farm service centers across Canada, is a part of Canadian agriculture, providing quality products, agronomic expertise and knowledgeable marketing advice.

Position Overview:

The Customer Service Representative (CSR) is accountable to the Facility Manager for the accurate and timely processing of documents and transactions in order to provide superior service and customer satisfaction. The CSR is also required to understand all products and programs that Cargill offers, be able to explain benefits to potential customers and create interest for our products. The CSR has a working knowledge of basic Farm Service Centre operations as well as farming operations.

Principal Accountabilities:

Percentage	Responsibility
30%	The incumbent is expected to be fluent in all products and programs that Cargill offers. May contract grain or sell product or provide a lead to our sales force for follow up. May be involved in sales support functions including mail promotions, telephone programs, or other marketing campaigns. This position supports Farm Marketing Representatives (FMR), and other facility staff by providing superior customer service. Establishing and maintaining good customer relations is essential.
30%	Processes all grain transactions accurately and on a timely basis to keep records current, inventory up-to-date and customer accounts in order. Completes applications with producers for CWB permit books, and ensures that entries are made correctly. Understands CWB contracts, non-board grain contracts, production contracts, and grain marketing programs in order to administer them properly. The incumbent monitors grain contracts to ensure that they are priced out or rolled in a timely manner. The CSR administers grain sales, railway shipments, as well as producer car applications, shipments, and settlements. On request from the Facility Manager, the CSR will do stock switches throughout the year, and stock adjustments following a grain cut-off. The incumbent updates the bid board daily and can buy grain within guidelines established by the FMR and Facility Manager.
30%	The CSR processes crop inputs transactions on a timely basis to maintain inventory control, to ensure that billing is current and that customer accounts are in order. The CSR reconciles inventory following a crop inputs cut-off. The incumbent can sell crop inputs products within guidelines established by the FMR and Facility Manager. The CSR may blend and ship fertilizer when required during planting season.
10%	General office duties

Position Criteria:

Qualifications:	Priority
Excellent interpersonal, and communication skills.	Required
Basic farm knowledge	Required
Working knowledge of Windows and Microsoft office	Required
Strong problem solving, decision-making and organizational skills.	Required

To Apply:

Submit letter of application and resume to: Human Resources, Cargill AgHorizons, 300-240 Graham Avenue, Winnipeg, MB, R3C 4C5. Fax: 204-947-6388 or email: Canada_HR@cargill.com.

We thank all those who apply in advance, but will only contact those selected for an interview.

To learn more about Cargill visit www.cargillaghorizons.ca

Cargill is an Equal Opportunity Employer and welcomes applications from men and women including members of visible minorities, Aboriginal peoples, and persons with disabilities.