

Department: Product Development
FLSA Status: Exempt
Job Status: Full-Time

Reports To: Product Development Manager
Travel: >75%
Review Date: 06/20/15

Job Summary

The individual will be responsible for providing technical service and sales support to Account Managers and customers within the assigned geography. Communication with regional account managers to determine the product, technical and sales support needs of the sales force must be continuous. The job will focus on identifying sales support, and data needs to develop selling messages, tools and training. These responsibilities will be focused on efforts to support the marketing direction of West Central products, especially those identified by the marketing department as "Focus Products".

Essential Functions

- Assist account managers with building customer confidence and proper positioning of Focus Products.
- Provide technical information and selling support with a particular emphasis on Focus Products that are applicable within the geography assigned.
- Participate in and present to customers and coworkers at various meetings throughout the geography assigned.
- Train West Central personnel to effectively deliver technical information to customers.
- Coordinate with the research and product analyst to assist with the accumulation of data from appropriate field demonstration trials and replicated research trials and provide the data to the research and product analyst.
- Evaluate new potential products.
- Assist marketing personnel with information needs and technical decisions.
- Assist with the development of technical selling tools for use by West Central personnel including but not limited to presentations, technical bulletins, promo sheets, and the West Central application manual.
- Act as West Central's liaison with private and public university research company or institution personnel to facilitate the testing of new and existing products in coordination with the research and product analyst.
- Interface with key centers of influence within the assigned geography including commodity groups, University personnel and independent crop consultants to remain on current and future crop production issues.
- Assist in documentation, investigation, and resolution of customer complaints.
- Organize, coordinate, and otherwise facilitate topics and speakers relating to one or two-day CCA-CEU meetings that occur across the territory throughout the course of a year.
- Contemporaneous and prompt documentation as it relates to all research, technical data, expense activities and employee matters through various methods (i.e. Microsoft Office products, expense software and corporate accounting/inventory software).

Required Qualifications

- Master's degree in agronomy, plant pathology, entomology or weed science (PhD degree preferred).
- Minimum 3 years of experience in agricultural industry with field research or tech service background.
- Technical knowledge, field research and data evaluation skills.
- Proven understanding of the sales support needs and ability to develop selling tools.
- Excellent verbal and written communication skills.
- Strong interpersonal skills.
- Ability to influence.
- Proven ability to develop and retain business relationships.
- Active participation in one or more professional Ag organizations encouraged.
- Willingness and ability to travel.
- Some overnight stay's will be required and will vary depending on seasonal business obligations.

Preferred Qualifications

- Strong agriculture background/knowledge
- Self-motivated and success-oriented
- Clean driving record
- Diversity to communicate and relate to the wide array of different fore-mentioned groups on levels that they can understand.
- Strong focus and dedication to customer service and product support to all internal and external customers. External customers will/may include customers, University personnel and technical groups.
- Ability to perform under stressful situations and time constraints
- Ability to consistently present in front of groups a professional and positive attitude.
- Ability to utilize office tools (phone, fax, computer) Microsoft Office products.
- Ability to work varied hours/days, including nights, weekends, and holidays as needed
- Ability to put together meeting presentations on Focus Products & Agronomics and present to the Retailer & Grower.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

N (Not Applicable)	Activity is not applicable to this position.
O (Occasionally)	Position requires this activity up to 33% of the time (0-2.5+ hrs. /day)
F (Frequently)	Position requires this activity from 33%-66% of the time (2.5-5.5+ hrs. /day)
C (Constantly)	Position requires this activity more than 66% of the time (5.5+ hrs. /day)

Stand	O	Climb	N
Walk	O	Crawl	N
Sit	O	Kneel or Squat	N
Manually Manipulate	O	Bend	N
Grasp	O	Speak	F
Reach Outward	O	Reach Above Shoulder	N
Lift/Carry		Push/Pull	
10 lbs. or less	O	12 lbs. or less	O
11-20 lbs.	O	13-25 lbs.	O
21-50 lbs.	N	26-40 lbs.	N
51-100 lbs.	N	41-100 lbs.	N
Over 100 lbs.	N		

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.