



Customer Service Manager

Herdstar LLC is a livestock technology company that designs and manufactures products and solutions to livestock producers and OEM's. These products include circuit board design, pc board layout, embedded software, PC software, and communications interfaces with data collection, distribution equipment and software. It sells its products through multiple channels using sales representatives, distributors, and dealers. It also designs and builds similar type products for OEM's outside of agriculture.

We are seeking an experienced full-time Customer Service Manager who will setup and take direct ownership of all day-to-day customer service functions in a small business environment.

POSITION DUTIES

- Formulate, implement, and maintain the procedures and workflow of the customer service function.
 - Manage Service Department including process and repair of RMAs.
 - Provide technical phone support for all HerdStar products.
 - Process customer orders and order acknowledgements.
 - Process customer service and complaint calls.
 - Resolve customer problems to ensure customer satisfaction.
 - Monitor and report product failure rate.
 - Develop and maintain service database.
 - Develop and maintain product support documents.
- Manage BinTrac® feed bin monitoring service and database.
- Schedule and assist with product installations and provide product training.
- Provide direct support and assist in building relationships with Dealers, OEMs, and Key Accounts.
- Support Sales functions such as review and track orders, coordinate quotes, follow up on sales orders, and help maintain customer and prospect contact lists.
- Manage and maintain product certifications.
- Assist with new product evaluation testing.
- Work with management to identify and implement internal process improvements.

EDUCATION & EXPERIENCE

- Associates Degree with 2-5 years relevant experience.
- Experience with customer relations and service department management.
- Experience with technical product phone support.
- Professional services and/or consulting services industry experience preferred.
- Experience within electronics development, manufacturing, and distribution environment.



QUALIFICATIONS

- Self-disciplined with ability to work independently.
- Able to set priorities and handle a variety of tasks with a sense of urgency.
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Quality Oriented.
- Detail oriented and able to handle multiple responsibilities.
- Advanced computer skills using Microsoft Office (Word, Excel) products
- Able to interact with all levels of the company's organization, outside vendors, and clients.
- Ability to work effectively in a team environment with enthusiasm and flexibility.
- Limited traveling including international is required.

Contact Mark Jaeger at 507-344-8005 Ext. 301 or email resumes to mjaeger@herdstar.com

Position is open for immediate employment.

See www.herdstar.com and www.bintrac.com for more information on company product line.