



Job Title: MVS Order Processing & Customer Service

Division:	Mountain View Seeds (MVS)	Job Code:	18070
Location:	8955 Sunnyview Rd NE Salem, OR 97305	Travel Required:	No
Level\Pay Range:	Hourly \ \$18 - \$25 depending on experience	Position Type:	Clerical, hourly Non-Exempt
Reports to:	MVS Operations Manager		

Job Description

PURPOSE

The purpose of this job is to efficiently process orders from seed customers, fulfilling **Pratum’s mission is to be an agricultural cooperative dedicated to innovative solutions, excellent service, and long-term relationships.**

The following are specific tasks and responsibilities related to this position, but the position may require other duties and special projects as assigned.

TASKS & RESPONSIBILITIES

- Input purchase orders
- Create sales orders and loads for both domestic and international outbound shipments
- Shipping: arrange trucking for inbound and outbound freight
- Communicate shipping information to customers
- EDI (electronic data interchange)
- Provide backup for entering seed analysis tests

EXPECTATIONS

- Comply with federal, state, and company policies, procedures, and regulations, maintaining familiarity with the employee handbook
- Function in a way that fulfills Partum’s Values:
 - **Integrity:** always doing the right thing
 - **Safety:** committed to a safe environment for our employees and customers
 - **Professionalism:** dealing with all relationships in a courteous and respectful manner with a positive image, timeliness
 - **Results Oriented:** delivering on your promises
 - **Teamwork:** respecting one another with humility, working with the ag management team
 - **Stewardship:** careful and responsible management of our resources and environment



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- **Customer Service:** exceeding expectations of those we serve
- Come to work with a positive attitude, contributing to a winning culture
- Willing to work overtime hours during busy seasons
- Flexibility: the ability to adapt quickly to a changing business environment
- Come to work with a positive attitude, contributing to a winning culture
- Teamwork with the overall MVS team

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Diploma or equivalent

PREFERRED SKILLS

- Excellent verbal and written communication skills
- Efficient, effective, confident, and courteous communication with customers
- Ability to work well with others
- Proficiency with Microsoft Office products: Word, Excel, Outlook, etc.
- Strong organizational ability
- Attention to detail, while managing multiple tasks

Prepared By:	Mark Garland, HR Manager	Date:	May 15, 2018
Approved By:	Stacy Kuenzi, Customer Service Manager	Date:	May 15, 2018
Last Updated By:	Mark Garland, HR Manager	Date/Time:	July 16, 2020
Employee Name:		Email:	
Employee Signature:		Date:	



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Physical Requirements

General Notes:

This is primarily an indoor office position

Tools & Equipment Used:

Typical office equipment

ENDURANCE

Sitting
Standing
Walking
Change Positions?

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%	Total Hours At one time	Total Hours in a work day
				X	2	8+
		X			0.5	4
		X				
			X			

LIFTING AND CARRYING

1-20 lbs
21-50 lbs
51-75 lbs
>75 lbs

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
			X	
		X		
	X			
X				

Maximum # lifted/carried without assistance 80 **Lifts/carries exceeding this weight are done with 2 people or lift device**

OTHER PHYSICAL REQUIREMENTS

Bend/Stoop
Twist
Crouch/squat
Kneel/Crawl
Walk-Level surface
Walk-Uneven surface
Climb Steps/Ladder
Work at heights
Reach at or above Shoulder
Use of Arms, Wrist
Use of Hands grasping/squeezing
Operate foot controls

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
	X			
	X			
	X			
X				
			X	
	X			
	X			
		X		
				X
		X		
	X			

ENVIRONMENT: Inside 100 % of time Outside 0 % of time
Temperature Extremes Yes No Vibration Yes No
Works on or around moving machinery or mechanical parts Yes No

SIGNATURES

If, at any time during my employment, I think my job requires physical exertion beyond these limits, I will notify my direct supervisor for authorization before I exceed these limits.

Employee Signature _____ Date _____

Employer Representative(s):

Print Name Title Signature Date

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