



Job Description

Title: Customer Service & Logistics			
Division:	Mountain View Seeds (MVS)	Hours:	8am to 5pm w/ seasonal overtime
Location:	8955 Sunnyview Rd NE Salem, OR 97305	Travel Required:	No
Reports to:	MVS Operations Manager		
<p>PURPOSE</p> <p>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.</p> <p>The following are specific tasks and responsibilities related to this position, but the position may require other general duties and special projects as assigned.</p> <p>TASKS & RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Input purchase orders (data entry) • Create sales orders and loads for both domestic and international outbound shipments • Shipping: arrange trucking logistics for inbound and outbound freight • Communicate with sales staff and customers regarding orders • EDI (electronic data interchange) • Provide backup for entering seed analysis tests <p>EXPECTATIONS</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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 ○ Customer Service: exceeding expectations of those we serve • Come to work with a positive attitude, contributing to a winning culture 			



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- Willing to work overtime hours during busy seasons
- Flexibility: the ability to adapt quickly to a changing business environment
- 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:	February 2, 2022
Approved By:	Jeff Bohnke, Aaron Kuenzi	Date:	February 2, 2022
Last Updated By:		Date/Time:	
Employee Name:		Email:	
Employee Signature:		Date:	



Job Description

Physical Requirements

General Notes:

This is primarily an indoor office position

Tools & Equipment Used:

Typical office equipment

ENDURANCE

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

LIFTING AND CARRYING

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
1-20 lbs				X	
21-50 lbs			X		
51-75 lbs		X			
>75 lbs	X				

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

OTHER PHYSICAL REQUIREMENTS

	Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
Bend/Stoop		X			
Twist		X			
Crouch/squat		X			
Kneel/Crawl	X				
Walk-Level surface				X	
Walk-Uneven surface		X			
Climb Steps/Ladder		X			
Work at heights		X			
Reach at or above Shoulder			X		
Use of Arms, Wrist					X
Use of Hands grasping/squeezing			X		
Operate foot controls		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