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## **Position: Customer Service/Project Manager (Customer Service is via phone)**

**Company Philosophy – customers come first, as a company we strive to keep things simple, work lean/hard and keep all others accountable to our philosophy.**

### **Receiving Samples:**

1. Corresponds with new and existing clients on setting up accounts, submitting sample information and tests, answers questions or defers analytical questions to Laboratory Manager.
2. Trains new customers how to use our online sample entry and retrieval software. Listens to client needs and discusses with Managers and submits software improvements to Management Team (Lab Managers, Customer Care and Software developer).
3. Enters and edits samples for clients requiring new tests or changes, prints labels, labels and checks correctness of information.
4. Manages the MayerSeedLine Samples and Remington Fall Sizing samples.
5. Communicates daily with SoDak Staff on expected sample volumes and test type, to best of ability.
6. Reviews 20% of outgoing reports for accuracy and clarity.
7. Reports improvement needs to Lab Operations to reduce errors throughout laboratory systems.
8. Coordinates with CPA on Accounts Receivable and provides CPA activity reports.
9. Communicates Software needs with Lab Operations to assure development, data security and integrity.

### **Other Duties:**

1. Updates/creates Standard Operating Procedures (SOPs) for responsibility areas by providing text and photos and incorporating into SOP, QR and WJI templates for submission to Laboratory Operations Team for review.
2. Assists in Test Distribution as time permits. Works through established chain of command to assist in other areas.
3. Always leads by example by putting company systems first, teamwork and promote a positive/responsible work habit among staff.

### **Required Skills /Experience:**

1. **Highly Organized Individual**, sees what needs to be done and accomplishes tasks.
2. **Highly Motivated Individual**, wants to keep busy and productive.
3. Planning as a way of life, plans day, week and month.
4. Solution Oriented, wants to help solve issues or needs of customers.
5. Friendly but appreciative of customer time and commitments within own job.
6. Five years or more in Agricultural industry
7. Bachelor of Science Degree in Agriculture preferred.
8. Excellent interpersonal and communication skills

**Work Status:** Full time, 9-month option is available.



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#### **ADDITIONAL INFORMATION**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without reasonable accommodations. The requirements listed above are representative of the knowledge, skill, and/or ability required.
- This job description should not be construed as an exhaustive statement of duties, responsibilities or requirements, but a general description of the job. Nothing contained herein restricts the company's rights to assign or reassign duties and responsibilities to this job at any time.

#### **HOW TO APPLY:**

Interested individuals should submit a letter of interest and resume to [Tim.Gutormson@SoDakLabs.com](mailto:Tim.Gutormson@SoDakLabs.com) or mail Tim Gutormson, 236 32nd Avenue, Brookings, SD 57006 by August 24, 2018. For more information about SoDak Labs, Inc. visit our website at [www.SoDakLabs.com](http://www.SoDakLabs.com).

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