



KSI Supply, Inc. *Supplying all of your forage storage needs*

N6111 County Road OJ

Plymouth, WI 53073

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Job: Customer Service Representative (Full Time)

About the Company

KSI Supply and KSI Construction are successful, family owned, Sheboygan County based businesses. KSI Supply specializes in wholesale agricultural forage plastic sales through a dealer network across North America. KSI Construction specializes in Agricultural, Commercial and Residential construction in the local and surrounding counties.

We believe in providing the best customer service and building relationships with our customers by prioritizing customer satisfaction. KSI takes pride in being family owned and operated, and being able to provide their employees with a positive workplace environment and flexibility with their customers to make sure their needs are being met.

Position Overview

Under the supervision of the General Manager, and in partnership with Territory Sales representative(s), our Customer Service Representatives are responsible for ensuring each customer is receiving the support and service they need. This includes coordinating and scheduling visits to customers for orders, questions, product training and/or warranty claims, providing quotes with up-to-date pricing and product information, and generating personal relationships where the customer knows their best interests are our top priority.

Job Responsibilities

This Representative has a primary focus on our Dealer network in the greater Midwest region, including but not limited to *Wisconsin, Minnesota, Iowa, Illinois, Indiana, Michigan and Ohio*, as well as a focus on marketing for all three KSI entities.

- Review weekly data received from the General Manager to determine priority accounts, targets and any necessary follow-up.
- Schedule face to face visits for Territory Representative(s) to ensure efficiency and satisfactory service.
- Meet Bi-weekly with General Manager and Territory Representative(s) to review visits and forecasted plans.
- Gather, maintain, and file necessary customer paperwork and portfolio information.
- Communicate with customers regarding product availability and order fulfillment.
- Follow up calls to ensure quotes and questions are answered and have been received in a satisfactory manner.
- Create content and maintain company Facebook pages, websites, digital sign, and literature for accuracy and effectiveness.
- Manage and oversee tradeshow bookings, print advertising, and company vehicle decals
- Set up company booths for trade shows on the company's behalf (no overnight travel required).

- Attend and record notes for monthly sales team meetings.
- Answer phone calls, enter orders and complete pick-up orders as needed.
- Other Duties as needed.

Qualifications & Requirements:

- Passion for agriculture and providing farmers with quality service and products.
- Valid Driver's license with reliable form of transportation
- Experience with Microsoft and QuickBooks is preferred.
- Ability to work both independently and as a team member
- Excellent verbal and written communication skills
- Excellent organizational skills and attention to detail
- Energetic, customer service orientated personality who enjoys working in a team setting.
- Desire to learn and grow.

Compensation and Benefits:

- Hourly pay with eligibility for performance bonuses
- Benefits:
 - o 401(k) and 401(k) matching
 - o Dental, Medical and Vision insurance
 - o Paid Holiday and Vacation

Schedule:

Full Time, in person

Hourly, seasonally adjusted

Monday - Friday

Flexible start date after April 1st, 2025