



Eastern Wisconsin Dairy Herd Improvement Cooperative

“Dedicated to providing cooperative members with a quality product at competitive prices while maintaining an economically competitive business.”

Job Title: Field Services Manager

Reports to: General Manager

The Field Services Manager is responsible for the management of Field Technicians and field operations within the service area. The Field Services Manager reports directly to the General Manager. This position's primary responsibility is to ensure the Field Services operate efficiently, and effectively to provide exemplary service to current and potential customers.

Responsibilities:

- Manage and maintain optimum performance of field service processes, employees, and customer service
- Hire, train, and manage Field Technicians
- Support field technicians with technical support
- Manage ongoing customer schedule in a consistent and timely manner
- Overall management of service data
- Data/record analysis
- Identify and solicit new customers
- Develop and implement sales and marketing initiatives to grow organization
- Provide timely and effective customer service and support
- Conduct one-on-one consultation with dairy farmers and assist with analyzing necessary information and data to make sound herd management decisions.
- Maintain a strong working relationship with lab services and other areas within the organization
- Drive Field Service initiatives that contribute to operational success and excellence.
- Perform duties both in office and out in the service field
- Other duties as directed by the General Manager

Human Resources

- Ability to hire and manage field service employees
- Conduct employee performance reviews
- Identify individual employee goals and coach them with necessary resources for achievement
- Provide feedback on performance and skills

Qualifications

- Education and /or experience in the dairy industry
- Strong aptitude for software programs
- Proficient in Excel and Word
- Ability to navigate multiple dairy herd software programs
- Experience with customer service in production agriculture.
- Comfortable working in and around dairy cattle on dairy farms
- Experience in staff management/team building
- Ability to manage situations with multiple perspectives
- Experience in data analysis
- Attention to deadlines with accuracy
- Work well independently
- Goal Setter
- Valid driver's license
- Reliable Vehicle

Physical Demands

- Ability to lift 50 pounds
- Ability to drive to and from multiple dairy farms

Compensation

- Professional Development
- Health insurance
- Retirement Plan
- Paid vacation
- Salary based on experience
- Mileage reimbursement at IRS level