**JOB DESCRIPTION** // **AREA SERVICE MANAGER**

**Job Title: Area Service Manager (ASM)**

**Reporting to: Snr. Area Service Manager (Snr ASM)**

**Location of work: Home Based with travel**

**About Us:**

**The Role:**

The role of Area Service Manager is primarily responsible for managing customer relationships and service provision within a defined area. The touchpoints with the customers will be key and you will be in regular contact with customers based on their customer segment.

Customer Relationships:

* Provide regular customer service reviews with customers based on their customer segment
* Ensure we are assisting the customers by making them aware of resources they may not be using
* Use customer feedback to improve our service provisions and guide decisions
* Look for ways to improve every touch point with the customer
* Build and maintain relationships with new and existing customers
* Assist customers with training and understanding our products and services
* Problem solve and resolve complaints
* General account management
* Territory performance reporting and analysis in line with objectives set
* Coordinate Herd Competitions (where applicable)

Service Provision:

* To be responsible for the efficient delivery of service via available resources to defined performance standards within your defined area
* Utilise Area Coordinators within your area and self-employed milk recorders and samplers to provide the service
* Manage late lists of customers and remain in contact
* Work to various KPIs to ensure high level of data quality
* Work with customers and the sales team to sign up new herds, onboard new customers and change/add services when required
* Assist the customer service and processing teams in resolution of customer issues
* Recruitment and training of self-employed contactors and employed staff
* Adherence to Service Level Agreements for self employed milk recorders and samplers
* Support the robot shuttle hire service in terms of organising, transporting, setting up, taking down, cleaning and storage of robot shuttles where required.
* Ensure correct payment of self-employed contractors depending on their monthly responsibilities

This role will be salaried and will be home based. Your weekly hours will be flexible to allow early morning starts/late evenings and milking patterns of customers. This will cover from Monday to Friday, to fit the needs of the business totalling your contractual 37 hours per week.

General:

* To participate in additional projects as and when required
* To undertake various reporting using NMR systems as required by your line manager
* To adhere to all NMR policies
* Promote NMR and assist at local and national events e.g. shows and farm walks
* To maintain effective knowledge of NMR products and services including the wider industry

Driving will be a significant aspect of the role. You will need to be located within the area or willing to relocate.

**Essential Key Skills & Requirements:**

* A graduate, HND or equivalent in agriculture or relevant commercial experience
* Relationship management skills
* Time management and organisational skills
* Effective communication skills verbal and written
* Self-motivated with a positive, can do attitude
* Valid driving license
* Ability to work effectively within a team and add value
* Strong attention to detail ensuring accuracy in work produced
* Fully PC literate

**Desirable Key Skills:**

Farming experience and knowledge of the dairy industry

* On Farm software experience
* Milk Recording / sampling experience
* Problem solving skills
* Account management
* Experience of motivating and managing self-employed contractors

**Our Values**



