



Job Title: PCS Customer Account Manager

Location: Fostoria, OH (Partial work-from-home capabilities)

Reports To: [Insert Supervisor's Title]

Description: As a Customer Account Manager, you will play a key role in managing relationships with growers, ensuring they receive the best agronomic services and support to meet their agricultural goals. Your responsibilities will include customer sales, client engagement, and operational support. By understanding the needs of your clients, you will drive business growth through tailored service recommendations and maintain long-term, productive relationships. This role also involves coordinating with internal teams to provide seamless customer experiences while helping to expand our service reach.

Key Responsibilities:

- Conduct sales calls and prospect for new grower opportunities in your assigned region.
- Develop and maintain a customer/prospect list with the Customer Success Manager, focusing on growth strategies.
- Lead the sales process, including on-farm cold calls, follow-up meetings, and securing referrals.
- Understand customer needs to recommend appropriate services to meet their agronomic goals and provide feedback to the company on customer needs.
- Maintain clear communication with customers and internal team to manage and set customer expectations.
- Track and be responsible for customer services, needs, and overall experience.
- Gather and report feedback to the leadership team to enhance future service offerings.
- Provide agronomy support during planting and harvest seasons to ensure optimal service delivery.
- Assist with field scouting efforts, helping to identify crop health, pest issues, and other agronomic factors that influence decision-making.
- Work alongside agronomists and field teams to interpret scouting data and ensure it is integrated into precision agriculture strategies.
- Collaborate with cross-functional teams to improve service offerings.
- Support grower training and onboarding.

Additional Duties:

- Support soil sampling efforts as needed, ensuring that data collected from soil tests is accurate
- Contribute to strategic business growth by identifying new service opportunities.



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Qualifications and Education:

Required:

- 2-5 years of experience in Agronomy, Crop Consulting, or a related field
- Knowledge of the agricultural industry.
- Ability to learn, understand, and apply new technologies.
- Excellent communication skills, both verbal and written.
- Ability to work independently and as part of a team.
- High proficiency in Excel, Word, and SharePoint.
- Comfortable being outside for longer periods of time in all conditions as needed for the growing season.
- Active valid driver's license with a clean driving record.

Preferred:

- Experience with precision agriculture and data technology
- CCA Certification
- Drone Pilots license

Work Environment:

- The position is based in Fostoria, OH, with some remote work capabilities and on-farm visits required.
- This is a full-time position.
- Monday to Friday, with extended hours and weekend work during peak seasons.
- Occasional travel may be required for training, field visits, and industry events.

Salary & Benefits:

- Competitive salary based on experience
- Benefits include paid vacation and holidays, optional medical insurance plans with company assistance, and 401K with employer matching (subject to qualifications and employment requirements).
- Use of a company vehicle for job-related duties.