

Cooperative Resources International

POSITION OPENING

Title: Senior Data Technician

Accountable to: Customer Services Manager

Location: Verona, WI

Position Objective

AgSource Cooperative is seeking a Senior Data Technician to support the Customer Services Manager in fulfilling the informational and production needs of our customers and the cooperative.

Major Areas of Responsibility

- Make corrections to data records using the online edit system, including input and inquiry Active Server Pages.
- Make corrections to data records using the online lactation adjustment system and follow through by updating RPM tables, relist for corrected reports as requested, and check the reports for accuracy.
- Research why herds are on the edit lists, document reasons, and make corrections as necessary. Research problems such as transfer errors and programs malfunctions and report results to appropriate staff.
- Call appropriate association, member, or field tech when additional information is needed.
- Receive incoming phone calls from association managers, members, region managers, field techs, and service groups, and handle the call effectively
- Reprocess herds using the File Maintenance System based on program or input errors. Follow through by submitting special handling form with instructions and adjusting bill to account number if needed.
- Quit herds from 45-day list or as requested. Reactivate herds when necessary.
- Assign new herd codes using the correct start/county codes.
- Research problems such as input, keying, edit, and program errors
- Scan enrollments, agreements, and other documents as requested
- Listen and respond to customer needs, requests, inquiries, and proceed with calls appropriately
- Train Data Technician in new jobs and procedures
- Provide relief or coverage for other Data Technician's

Qualifications

- General understanding of dairy-related terminology such as Test Day Projections, lactation projections, mature equivalent, net merit, etc.
- Excellent computer skills with experience in Microsoft products

- Have strong problem solving and organizational skills
- Ability to successfully manage multiple projects, including all aspects from establishing objectives, developing and executing action plans, meeting goals on time and interpreting data and results.
- Ability to work in a team environment as well as possess effective communication skills.
- Must be flexible in schedule to come into shift early or stay late.
- Ability to prioritize workload and make appropriate adjustments due to changing conditions.
- Willingness to attend and participate in customer service training, employee meetings, field tech conferences, etc.

Please apply no later than April 24, 2015. Posting may close prior to the deadline date if the position is filled.