

# Island Home Center & Lumber

## Farm & Feed Department: Customer Service & Buyer

We are more than just a business; we are a vital part of our local community. We pride ourselves on consistently delivering high-quality products, competitive pricing, and exceptional customer service that builds lasting relationships. We are seeking a passionate and knowledgeable individual to join our dedicated team and play a pivotal role in the success of our Farm & Feed department.

### Immediate Opportunity: This could be your Dream Role!

We are looking for a highly motivated individual to embrace the dual role of Customer Service Representative and Buyer for our Farm and Feed department. This is a critical position in which you will directly contribute to our success by ensuring we have the right products available and cultivating strong relationships with our valued customers to increase sales.

We want to hear from you if you possess a foundational understanding of Farm and Feed products, animal nutrition, and market trends, coupled with excellent communication and customer service skills! We are committed to training the right candidate through valuable vendor education seminars.

### What You'll Do

#### Buying & Inventory Management

- Strategically source and purchase a comprehensive range of Farm and Feed products, including, but not limited to, poultry, equine, supplements, seeds, fencing, gates, farm equipment, and general farm supplies.
- Negotiate optimal pricing, terms, and delivery schedules with vendors to secure competitive advantages and favorable conditions.
- Proactively monitor inventory levels, accurately forecast demand, and place timely orders to prevent stockouts and minimize overstock.
- Continuously research and evaluate new products and suppliers, expanding our offerings and enhancing product quality.
- Cultivate strong vendor relationships and ensure accurate and timely deliveries.
- Stay informed on industry trends, product innovations, and regulatory changes to keep our offerings relevant.
- Become a registered Purina Retail Product Specialist (RPS) and coordinate our display, events, and growth milestones with Purina. This usually requires three days

of training at the Purina Midwest Headquarters once a year. This will enable you to earn Purina incentives for each successful promotion 4 times a year.

## Customer Service & Sales Excellence

- Actively engage with customers, providing expert advice and tailored recommendations on Farm and Feed products and solutions.
- Efficiently process sales transactions with accuracy and a friendly demeanor.
- Develop and maintain strong, trust-based customer relationships, understanding their needs and provide personalized and practical solutions.
- Inform customers on product features, benefits, and proper usage to empower their purchasing decisions.
- Identify and capitalize on opportunities for upselling and cross-selling, enhancing customer value.
- Handle all customer inquiries, feedback, and returns with professionalism, courtesy, and a problem-solving approach.
- Assist with merchandising and maintain an organized, appealing, and well-stocked department.

## What You'll Bring

- A genuine passion for exceptional customer service and a proactive, helpful attitude.
- Prior experience buying and/or selling Farm and Feed products is a definite plus; however, we are eager to provide comprehensive training through valuable vendor education seminars for a motivated candidate.
- Foundational knowledge of various livestock Feed types, animal nutrition, and practical practices.
- Excellent communication skills, both written and verbal, with strong negotiation abilities.
- A demonstrated customer-focused approach and the ability to build rapport quickly.
- Proficiency with inventory management software and POS systems.
- Ability to occasionally lift and move heavy bags/items.
- Valid driver's license and reliable transportation.
- Optional: A bachelor's degree in Animal Science or a related field is a strong asset.]

## What We Offer

- Competitive salary commensurate with your experience and skills.
- Comprehensive benefits package, including:
  - Health Insurance,
  - Paid Time Off,

- 401K Plan,
- Employee Discounts.
- The opportunity to work with a dynamic, collaborative, and supportive team.
- A chance to make a tangible and positive impact on our local community.
- Compensation depending upon experience and knowledge between \$20 & \$29 hourly. Full-time 40 hours a week, Tuesday through Saturday.

## Ready to Join Our Team?

If you're eager to contribute to a thriving local business and grow your career with us, we invite you to apply!

Please submit your resume and a compelling cover letter detailing your relevant experience and why you are the ideal candidate for this pivotal role.

Apply online directly from our website: Visit *Island Home Center & Lumber* and click the "Employment" tab to submit your application and resume.