



Client Relations Coordinator

JOB SUMMARY

The Client Relations Coordinator will be responsible for building long-term relationships with farmers, ranchers and landowners for AgAmerica Lending. This person will be responsible for answering incoming calls, emails, etc. from the current client base, answering questions and assisting as needed. The Client Relations Coordinator will have extraordinary people skills that will allow them to proactively help callers while promoting the AgAmerica brand. This person may need to meet with clients in-person on a farm or ranch setting as applicable. This person will work closely with the Production team to build, maintain and grow relationships and perform unparalleled ongoing service for all clients. To be considered for the position, the candidate will need a bachelor's degree in business, communications, education, agriculture or related field with proven experience in a client-facing role. This position will work hand-in-hand with all departments and be able to effectively strategize to accommodate the needs of AgAmerica's clients. The person must be a highly motivated problem solver that is comfortable in a fast-paced, collaborative environment. This person will thrive in a high growth company while embracing and driving change. This position will report to the Director of Business Development.

JOB DETAILS

- Hire Date: ASAP
- Position Type: Full-time
- Compensation: Hourly rate negotiable on experience, competitive benefits package, bonus opportunity

JOB RESPONSIBILITIES

- Proficiently answer incoming calls (including emails) and engage in active listening with clients to determine their need
- Develop strong knowledge base of AgAmerica lending products
- Manage all servicing needs from existing clients
- Conduct in-person, on-farm visits as necessary
- Utilize databases, software and tracking tools appropriately
- Work closely with Production to build and maintain long term relationships with clients.
- Update CRM and ensure Relationship Managers and Correspondent Lenders are aware of changes with clients
- Monitor maturing loans, late payments, etc.
- Ensure all closing gifts are sent according to established guidelines
- Take part in training and other learning opportunities to expand knowledge of company and position
- Recognize opportunities to provide unforgettable service

REQUIRED QUALIFICATIONS

- Bachelor's degree in business, communications, agriculture, education or related field
- Experience working in a client facing role or a track record of managing client relationships
- Knowledge of Microsoft Office, Excel and Salesforce preferred
- Strong written and oral communication skills

AgAmerica Lending
4030 S. Pipkin Road, Lakeland, FL 33811 | 863.607.9500 | AgAmerica.com
Updated: 6/15/2020

Page 1 of 2

EOE

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AGAMERICA[®]
LENDING

- Strong interpersonal skills and an ability to build rapport with clients

CORE COMPETENCIES

- Self-starter with ability to meet tight deadlines
- Capable of working in a fast-paced, team environment
- Outgoing, friendly, compassionate personality
- Strong attention to detail
- Ability to multitask
- Enhanced active listening skills
- Flexibility to adapt to an environment of rapid, constant change
- Working knowledge of agriculture/farming industry
- Ability to de-escalate tense situations while maintaining upmost professionalism

AGAMERICA MISSION

- To know the farmer
- To counsel the farmer
- To provide a financial structure that allows the farmer to thrive in good times and to sleep well during tough times
- To celebrate the critical role of the farmer in America, and to champion all that the American farmer represents in a changing world

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Page 2 of 2

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