

Your Purpose *(why this position is needed)*

You are the Beta of our Branch Pack, endeavoring to provide Outstanding Customer Service.

Expected to build and support your team to be the biggest and best Branch in your metro market. So that customers, vendors, and competitors all say, "Wolf Creek is the leader."

Your role is to provide the service of a Customer Service Rep, but preparing to be the Customer Service Manager. Below is the Customer Service Manager's role:

In support of our Company Strategy:

- **Make Customer's Lives Easier.** Learn where your Customers want to go, what they want to become. Seek and fix areas of Customer pain or inefficiencies. Fulfill their product supply and support needs and all promises made. Help us develop strong long term relationships.
- Partner with your Territory Teammates (Branch staff and Territory Managers) and Leadership to help create **Sales and Marketing** and **Customer Strategy**. Then help create and engage your Territory's **Sales and Marketing Plans**. Be Curious and willing to take Calculated Risks.
- Build **Strong Inter-Company Relationships** to facilitate accomplishment of your purpose. Cooperate, Collaborate, and Communicate with your territory team and other Teammates.
- **Support your Team.** Educate and Coach your Branch Pack to grow their abilities. Be a good team player and an excellent **Pack Leader**.
- Make your Branch an **Efficient and Enjoyable** place to be. Think like an owner; operate from a P&L perspective. Merchandize your warehouse.
- Help our **Industry Thrive**. Participate in associations, teach classes, and help customers prosper. Care for the fields that grow our crops.



Knowledge, Skills, and Personal Attributes Required

- Strong **Critical Thinking** (problem solving) skill. Quick Learner. Good Conceptual Ability.
- Deep **Customer Understanding**. What they face from competition, their operational struggles, and how we can improve their business.
- **Situational Awareness**. You see a 360 degree view of your physical and conceptual world.
- Naturally **Curious**. Asking "Why?", questioning common thought, wondering "What if?", seeking new ideas. Serious **Listening** ability to "hear" what is being said, both verbally and non-verbally.
- Excellent **Personal Communication** skills. Able to Connect, Collaborate, Convince, and Close with Prospects, Customers, and your Teammates. Adaptable to varying Customer and Team personalities.
- Strong **Self Reliance**. Taking matters into your hands and making things happen. Able to motivate yourself without direct supervision. Able to remain **Self Assured** and **Calm** no matter what is happening around you.
- **Cultural Fit**. You personally fit into our company culture and way of doing business. See Wolf Traits. Team Player, Positive Attitude, Versatile, Extraversion, Coachable.
- Suitable **Experience**. You have sufficient knowledge and skills gained from experience to perform your task.
- Committed **Passion and Accountability** for the success of our Customers, your Staff, our Company, our Industry, and Yourself.

