Job Description – Regional Coordinator

Background: SK Livestock Finance Co-operative Ltd. (SKLF) is a co-operative organization whose mission is to grow Saskatchewan's livestock industry by providing innovative, affordable and competitive financing options for producers, by producers.

Job Purpose and Summary

Under the direction of the CEO or their delegate, the Regional Coordinator is the primary contact for our members. They are responsible for developing, maintaining and growing our relationship with members and related parties. They ensure our member's needs are met and exceeded while maintaining strict compliance with all SKLF policies, procedures and practices.

Due to the nature of this position, candidates must have a strong work ethic, attention to detail and exercise good judgment while maintaining confidentiality with sensitive information, records and reports.

Duties and Responsibilities

- Working directly with Livestock Inspectors including oversite of their responsibilities, development, timeliness and accuracy;
- Ensure timelines for all transactions are met and exceeded:
- Return calls, emails and text message promptly;
- Ensure availability during business hours;
- Ensure accurate inventory, assurance and schedule information;
- Proactively determine and meet member needs and challenges;
- Effectively manage delinquent accounts;
- Create, verify, and allocate transactions and otherwise manage member accounts;
- Record all revenues including sales reconciliations from the sales, new transactions, interest, and fees;
- Follow up with SKLF's fees, payments, revenue, accounts payable and accounts receivable;
- Prepare and update reports as required;
- Serves members by determining and meeting member needs.
- Services existing accounts, obtains orders, and establishes new members and Livestock Inspectors by planning and organizing daily work schedule to call on existing or sales avenues and other factors;
- Focuses efforts by studying existing and potential volume of members and industry;
- Keeps management informed of activity and results produced;
- Monitors current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management;
- Maintains professional and technical knowledge by attending workshops, reviewing related publications, establishing personal networks, and participating in related associations;
- Contributes to team effort by accomplishing related results as needed;
- Other project based work that may be assigned from time to time.

General
- Provide advice and recommendations on procedures and practices

Qualifications
- Customer service focus
- Meeting and exceeding timelines
- Banking experience (1 – 3 years), preferred
- Territory management
- Prospecting skills
- Negotiation
- Self-confidence
- Product knowledge
- Developing client relationships
- Knowledge of the livestock industry
- Working knowledge of generally accepted accounting principles
- Strong computer skills, including Microsoft Office Suite including Outlook, Word and Excel
- High degree of accuracy, attention to detail and analytical skills
- Ability to stay calm and professional
- Strong verbal, written, listening and organizational skills

Disclaimers This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed within this job. This Job Description is only a summary of the typical functions of the position and not a comprehensive list of all possible job responsibilities, tasks and duties. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. Other duties, as assigned might be part of the job.