



Dispatcher & Customer Service Representative

Reports to: Location Manager & Controller

Location: Winchester, ON

Harvex Agromart Inc. is looking for a **Dispatcher & Customer Service Representative** to join our team at **Agri-Partners Crop Centre** Winchester.

Harvex Agromart Inc. is a full-service farm supply business serving Central and Eastern Ontario from our four locations. We proudly provide crop inputs, agronomic expertise, and services to our loyal customer base, supporting local farms with the products and knowledge they need to succeed.

Key Responsibilities:

Dispatch & Logistics Coordination

- Receive and process customer orders, ensuring accurate and timely dispatch of deliveries.
- Coordinate drivers and delivery schedules to maximize efficiency and customer satisfaction.
- Provide clear and accurate delivery instructions to drivers while monitoring schedules to adjust for delays or changes.
- Maintain communication with customers regarding order status, delivery times, and any potential changes.
- Work closely with internal teams to ensure product availability and efficient order fulfillment.

Customer Service & Sales Support

- Serve as the first point of contact for customers by answering calls, responding to inquiries, and assisting with product or service-related questions.
- Maintain a high level of customer satisfaction by resolving concerns professionally and efficiently.
- Process invoices, handle customer accounts, and assist with payment-related inquiries.
- Support counter sales by assisting walk-in customers and helping with product selection when necessary.
- Maintain office records, filing systems, and up-to-date inventory using company software (Navision).
- Assist with loading boxes and bags for customers when needed.

Working Conditions:

- Seasonality of the role requires long hours required during the Spring and possibly into Summer (90+ hours/week), managing multiple priorities in a fast-paced environment.
- Frequent communication with customers regarding orders, accounts, and service inquiries.
- Physical Requirements; occasional lifting and loading of products for customers.

Minimum Qualifications & Skills:

- Post-secondary diploma or degree in Agri-Business, Business Administration, Logistics, or a related field is preferred.
- 2 or more years of office administration, dispatch, or logistics experience, preferably in agriculture, transportation, or retail setting.
- Understanding of the agricultural industry and willingness to learn company operations.
- Ability to interact professionally with customers, suppliers, and team members.
- Experience with Microsoft Office Suite and willingness to learn company dispatch and inventory management software.
- Ability to prioritize tasks, manage time effectively, and work under pressure while maintaining accuracy.
- Valid Driver's License required.

Apply Today! If you're interested in joining our team, send your resume to
jmacdonald@harvex.com

We look forward to hearing from you!