

Job Title:	Sales Support Manager	Base Salary	Based on Experience
		Variable Comp	
Location(s):	Columbus Ohio or Remote	Travel Required:	Minimal
Reports To:	VP of Sales	Position Type:	Full-time
HR Contact:	Stephanie Graham	Date posted:	3/28/2025

Applications Accepted By: N/A

Job Application Link:

Mail:
Corporate Office – Ohio
489 Village Park Drive
Powell, Ohio 43065

Job Description

Overview:

Meristem® Crop Performance, Inc. helps farmers produce more bushels for less cost per bushel. Meristem is the global leader in delivering live, in-field biologicals through the patented BIO-CAPSULE™ Technology platform. Meristem significantly reduces waste and increases productivity in crop input systems through accelerated access to innovation, improved supply chain efficiency, and advanced concentrates.

The **Sales Support Manager (SSM)** role is designed for an experienced customer service professional and is responsible to provide order and customer account management and logistics support for a group of assigned dealers and sales people and is the key interface between customer, dealers/sellers and operations to ensure excellent service and overall customer satisfaction.

Responsibilities:

- Perform daily review and management of customer order activity for accuracy and confirming fulfillment dates
- Perform daily review and management of customer shipping activity to ensure timely arrival and proper customer communication
- Serve as the main point of contact for sales team and dealer network with regard to order/shipping activity / pricing / adjustments and anything related to the sale and fulfillment of products.
- Actively works with sales personnel to ensure customer and dealer accounts are paid and up to date and reconciled on a quarterly and annual basis.
- Provides custom reporting to sales team members
- Supports dealer network by assembling and shipping out promotional and sales materials and performing follow up calls with our Dealers.
- Maintains general product knowledge
- Other duties as assigned

Skills/Capabilities:

- Possesses a commitment to be part of customer-centric team
- Ability to operate in a fast-paced environment
- Strong interpersonal and effective communication skills (verbal, written and utilizing all media (phone, e-mail, text)) for interaction with customers and fellow team members including a constant commitment to teamwork and exemplary customer service
- Practical organization skills with strong attention to detail along with the capacity to multi-task and prioritize multiple assignments
- Ability to respond professionally to common inquiries or complaints from sales staff and other employees, customers, regulatory agencies, suppliers, etc.
- Possesses proficiency in all Microsoft Office applications
- Proficiency to create and modify Excel documents
- Ability to re-prioritize work to accommodate projects with very short deadlines

Education and Experience

- Associate’s Degree or equivalent experience
- 1-3 years of previous customer service experience – Agricultural background **highly** preferred
- Previous familiarity with ERP/CRM systems and practices preferred

Meristem Crop Performance Group, LLC is an equal opportunity employer.