Iowa State University
AgriSync through the Agricultural Entrepreneurship Initiative (AgEI)

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Customer Success Intern</th>
<th>Travel Required:</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>AgriSync</td>
<td>Position Type:</td>
<td>Summer</td>
</tr>
<tr>
<td>Location:</td>
<td>Ames, Curtis Hall and Remote Home</td>
<td>Date posted:</td>
<td>October 9, 2017</td>
</tr>
<tr>
<td>Level/Salary Range:</td>
<td>$15/hr</td>
<td>Posting Expires:</td>
<td>October 29, 2017</td>
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<tr>
<td>Campus Contact</td>
<td><a href="mailto:acblair@iastate.edu">acblair@iastate.edu</a></td>
<td>Start Date:</td>
<td>May 1, 2018</td>
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<tr>
<td>Program</td>
<td>AgEI Summer Internship</td>
<td>Interviews</td>
<td>First week of Nov</td>
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**CANDIDATE PROFILE:** Sophomore or Junior classification, passionate about production agriculture and have an understanding of the ag service market (coops, equipment dealers, precision ag).

**ABOUT AgriSYNC:**
AgriSync is a software as a service ag technology startup based in Iowa. Their mission is to help farmers and people they rely on connect simply and effectively to make farming less complicated and more productive. Learn more at [www.agrisync.com](http://www.agrisync.com)

**Job Description:** AgriSync is looking for a qualified intern to virtually engage with their advisor customers (inputs and service retailers, ag equipment dealers, and precision tech providers) and support farmer users with support and onboarding needs for their app-based mobile customer service platform. This would include direct customer support engagement when people contact them via phone or email. This role will help direct customers to a semi-weekly webinar session and will be available/responsive to inbound support requests daily. They will also virtually onboard new advisor organizations to the service.

**ROLE AND RESPONSIBILITIES**

- Answer inbound requests from customers and provide phone support
- Make welcome calls to all new team subscribers
- Coordinate and drive participation to weekly webinars
- Encourage testimonials
- Prospect New Customers
- Find ways to re-active inactive customers
- Provide a response time within 24 hours – check and triage support systems daily
- Listen, understand, and diagnose customer concerns
- Be courteous and cordial to all customers
- Provide product development feedback to AgriSync leadership

**Requirements**

- Agriculture Major
- Ability to self-direct work initiatives in order to create more value for AgriSync
- Solid verbal and written communication skills

**PREFERRED SKILLS**

- EXCELLENT COLLABORATION AND COMMUNICATION SKILLS
- TECH SAVVY, YOU DON’T NEED TO CODE, BUT YOU NEED TO BE PLUGGED IN.
- STRONG ORGANIZATIONAL AND EMPATHY SKILLS

**ABOUT OUR TEAM**

The intern will be supervised by Casey Niemann and Jerrod Westfahl, creators of AgriSync.