



## *Technical Service Officer*

### *Purpose*

The position is responsible for ensuring optimal product performance in customer farms through effective and timely technical services.

### *Main Responsibilities*

1. Implements systems that are key to PIC's genetic improvement and health assurance programs
2. Grows PIC's business by working alongside account managers to provide customer focused solutions that will improve their productivity and profitability.
3. Establish effective professional relationships with industry professionals, business owners/managers and key personnel to enable PIC Account Plan objectives.
4. Provides troubleshooting services to PIC customers
5. Validates complaints or concerns raised by customers regarding animals delivered
6. Assists the Product Validation Team in collating farm data and information to complete projects and trials
7. Submits technical reports after each technical visit
8. Provide training and development of key customer personnel

### *Key Measures*

**Performance will be measured against the following parameters:**

- Gross Margin
- Increasing commercial and corporate customer base.
- Commercial/corporate Key Account retention and growth
- Customer satisfaction and complaint levels
- Quality and timeliness of Technical Visit reports
- Quality of recommendations

### *The Candidate*

- Doctor of Veterinary Medicine or Animal Science graduate, or any related course.
- Good communication and presentation skills.
- Ability to influence and drive improvements.
- Good analytical and problem solving skills.
- 3 to 5 years experience in swine medicine / production preferred.
- A strong technical background in the management of supply of quality breeding stock from the production pyramid as well as the effective service of customers throughout the pork chain is an advantage.
- With high level of motivation and integrity, can work with minimum supervision



## *Technical Service Officer*

### *Environment*

- Reporting directly to Team Leader- Technical Service
- Direct reports: 0
- Office and Field based
- Training and development program will be implemented according to the skills of the successful candidate

Interested applicants may send their resume to:

[PIC.PH.HR@genusplc.com](mailto:PIC.PH.HR@genusplc.com)