



GRAND FARM

Partner Relations Coordinator

Full Time Position

\$40,000

Job Summary

The Partner Relations Coordinator will assist the Grand Farm Ecosystem and Program Management Office to ensure Grand Farm partners are satisfied, all deliverables are being fulfilled and we're providing a world-class experience. The ideal candidate is passionate about providing value to partners, is a great communicator and has extraordinary attention to detail with a background in project management. This position will primarily work with our partners to ensure they are making the most of their Grand Farm partnership. The position will need to personify a Go-Giver mentality and have a partner-first mentality.

Overview

Partner Relations	70%
Project & Event Assistance	20%
Other	10%

Key Areas of Responsibility

- Build and maintain relationships with partners
- Design and renew sales proposals
- Educate and inform clients about the company's products, services and special offers
- Attend to client complaints and resolve issues promptly
- Work with internal departments to ensure Grand Farm meets partners' expectations
- Oversee customer relationship management system and ensure an accurate database of partner information
- Conduct customer satisfaction surveys and recommend ways of improving client satisfaction
- Track Net Promoter Scores with partners
- Project management to ensure fulfillment of partner deliverables
- Act as liaison between partners and Ecosystem and Program Management Office
- Coordinate with partners on activities out at the Farm
- Ensure partnership information is accurately communicated between all departments (Marketing, Operations)
- Assist with on-farm projects
- Assist with Grand Farm events
- Identify potential opportunities and inform the sales team to follow up
- Other duties as assigned

Required Skills & Abilities:

- Excellent computer skills (MS Office in particular)
- Hands-on experience with CRM software
- Organizational and time-management skills
- Strong communication skills with a problem-solving attitude
- Excellent interpersonal skills both in person, by phone, and email, with high professionalism
- Comfortable operating with minimal supervision to meet organizational needs
- Ability to keep up with the rapid pace of the position and be adaptable to spontaneous adjustment/revisions
- Ability to work occasional early mornings or late nights depending on events
- Interest in community development and the entrepreneurial ecosystem

Education & Experience:

- 2-3 years experience as a Partner Coordinator, Sales Coordinator or similar role
- Experience with marketing/advertising campaigns, event planning
- Preferred: BSc in Business Administration, Marketing or relevant field

Physical Demands:

- Ability to continuously stand or walk during events.
- Ability to bend, squat, climb stairs and lift occasionally.
- Ability to lift up to 50 pounds occasionally.

Work Environment:

- May occasionally work in temperatures above 100 degrees and below 32 degrees
- May occasionally walk on slippery or uneven surfaces
- May occasionally climb ladders and work off elevated surfaces
- Noise level in the work environment is frequently loud
- Flexible work environment that allows the employee to work from varied environments and locations. Primary work location is Fargo, ND and Grand Farm's sites (Horace, ND & Casselton, ND).

Benefits and Culture:

- Flexible work environment that allows the employee to work from varied environments and locations.
- 401K with employer match
- 50% coverage of employee health insurance premiums for FTE employees (Does not include vision or dental)
- Additional voluntary benefits offered through PRO Resources
- Technology stipend per month
- 10 paid holidays (Including your birthday!)

About Grand Farm

The Grand Farm Education and Research Initiative, powered by Emerging Prairie, capitalizes on the region's potential and expertise in the agriculture and technology industries. The Grand Farm Initiative will accelerate the research and innovation into technology which will be present on the farm of the future – impacting North Dakota, the United States, and the World by solving challenges in the agriculture industry and developing new opportunities. The Grand Farm Initiative is designed to inspire collaboration among businesses, organizations, and researchers to develop the future farm, which we believe will solve issues critical to farmers worldwide.

Grand Farm is proud to be an equal opportunity provider.

To Apply: Send a cover letter and resume to andrewj@emergingprairie.com