

**Position Announcement: Office Administration / Customer Service**

Suther Feeds is a trusted leader in livestock nutrition, serving ranchers and dealers across the Midwest and Southwest with high-quality feed solutions and exceptional customer service. As our operations continue to grow, we are seeking a detail-oriented and service-driven Office Administration / Customer Service professional to join our team at our **Frankfort, Kansas headquarters**.

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**Role Overview**

The Office Administration / Customer Service position supports daily administrative operations, customer communication, and office workflow. This role is essential to ensure accurate documentation, smooth internal processes, and a positive experience for customers, vendors, and team members. Successful candidates bring strong organizational skills, professionalism, and a commitment to accuracy in a fast-paced environment.

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**Key Responsibilities**

- Provide front-line customer service via phone, email, and in-person interactions
  - Perform general office duties including filing, data entry, document preparation, and record maintenance
  - Support accounting and bookkeeping functions, including invoicing, account reconciliation, and transaction entry
  - Assist with order processing, customer inquiries, and product information requests
  - Maintain accurate and organized digital and physical records
  - Utilize Microsoft Office applications for reporting, communication, and documentation
  - Coordinate with internal teams to ensure timely and accurate information flow
  - Uphold confidentiality and professionalism in all interactions
  - Contribute to a positive, team-oriented office environment
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**Qualifications****Required:**

- Customer service experience (minimum 1 year preferred)
- Office or administrative experience (minimum 1 year preferred)
- Proficiency with Microsoft Office (Word, Excel, Outlook)
- Strong attention to detail and accuracy
- Ability to analyze information and solve problems in a fast-paced environment
- Excellent communication and interpersonal skills
- Highly organized, dependable, and self-motivated

**Preferred:**

- Accounting or bookkeeping experience
- Bachelor's degree in business, accounting, communications, or a related field

**Soft Skills & Cultural Fit**

- Commitment to accuracy, professionalism, and continuous improvement
  - Positive, solution-focused mindset
  - Strong organizational habits and time-management skills
  - Ability to work collaboratively and support team success
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**Compensation & Benefits**

- Hourly pay: **\$18.00–\$22.00**, depending on experience
- 401(k) company contribution after waiting period

- Health and dental insurance available
  - Company-provided life insurance
  - Paid Time Off Accrual
  - Full-time position, Monday–Friday, 8-hour shift
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**Location: Frankfort, Kansas – Main Office**

105 South Kansas Avenue  
Frankfort, KS 66427

**How to Apply:** Interested candidates are encouraged to submit a résumé including work references.

**Contact:**

Suther Feeds – Office Administration  
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