Position Announcement: Logistics & Customer Service Manager
Suther Feeds Inc. – Frankfort, Kansas | Full-Time
Accepting Applications till December 1st

About Suther Feeds

Suther Feeds is a trusted leader in livestock nutrition, serving ranchers, feedlots, and dealers across the Midwest and Southwest with innovative feed solutions and unmatched customer service. Our commitment to operational excellence and dealer/producer satisfaction drives everything we do.

As we continue to grow, we are seeking a Logistics & Customer Service Manager to lead our customer service team, oversee logistics performance, and strengthen our reputation for reliability across the entire order-to-delivery process.

Role Overview

The Logistics & Customer Service Manager is a key operational leader responsible for the performance, reliability, and continuous improvement of Suther Feeds' logistics and customer operations. This role directly manages the Customer Service team and oversees routing, load design, order accuracy, VFD compliance, and delivery execution.
You will work closely with drivers, carriers, manufacturing, and customer service to align delivery operations with company goals. The individual in this role is expected to embrace Suther Feeds' mission and core values, demonstrating professionalism and customer-first service in every interaction.

Key Responsibilities

Leadership & Team Management

- Lead, coach, and develop the Customer Service team, ensuring excellence in order entry, customer communication, VFD management, and load design.
- Conduct weekly Customer Service development and coordination meetings.
- Lead semiannual performance and process reviews to strengthen service consistency and team development.
- Participate weekly in leadership team calls, providing updates on logistics performance, customer service trends, and operational needs.
- Build a culture of clarity, discipline, and accountability across all logistics and customer operations functions.

Customer Operations & Order Management

- Oversee all customer orders, VFDs, and related documentation to ensure accuracy, compliance, and timely processing.
- Ensure Customer Service provides proactive, professional communication to customers, dealers, and sales staff.
- Manage data entry, reporting, and order flow between both plants to maintain accuracy and efficiency.
- Serve as a point of contact for escalated customer questions or delivery-related concerns.

Routing, Load Design & Delivery Performance

- Oversee routing logic and load design to ensure efficient, cost-effective delivery schedules.
- Align production schedules with delivery timelines by working directly with Plant Managers.
- Monitor delivery performance metrics (on-time delivery, cost per ton delivered, driver utilization) and report results to leadership.
- Identify and develop potential backhaul opportunities when feasible.
- Maintain strong working relationships with third-party carriers to ensure overflow capacity and service reliability.

Operational Efficiency & Continuous Improvement

- Analyze logistics performance, delivery times, and financial efficiency to identify opportunities for improvement.
- Develop methods to measure time and financial efficiency across the logistics system.
- Identify gaps in current logistics processes and implement solutions.
- Work directly with Plant Managers to drive timely and efficient production aligned with delivery needs.

Qualifications

Required

- 3–5 years of experience in logistics, transportation, supply chain, or operations leadership.
- Strong knowledge of transportation regulations and logistics best practices.
- Excellent organizational, analytical, and problem-solving abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Demonstrated experience leading customer service teams, including coaching, performance development, and building a strong service culture.

Preferred

- Bachelor's degree in Logistics, Supply Chain Management, Business Administration, or related field.
- Experience with routing software, GPS tracking, and logistics management tools.
- Agriculture or feed industry background.
- Experience developing people and strengthening team capability through structured training, feedback, and continuous improvement practices.

Soft Skills & Cultural Fit

- Strong communication and interpersonal skills to collaborate across teams.
- Proactive, detail-oriented, and results-focused mindset.
- Commitment to strengthening customer and dealer relationships through reliable service.
- Dedication to promoting a positive and inclusive workplace culture.
- Ability to lead, coach, and develop team members.

Salary, Benefits & Perks

- Competitive salary: $70,000 – $95,000, commensurate with experience.
- Comprehensive health and dental insurance.
- 401(k) retirement plan with company contribution.
- Paid time off and holidays.
- Professional development and growth opportunities.

Reporting Structure

Reports to: Chief Operating Officer Works closely with: Customer Service, Manufacturing Managers, Drivers, and External Carriers

Location: Frankfort, Kansas and Clay Center, Ks. with some travel required.

How to Apply: Interested candidates are encouraged to submit a résumé, cover letter and include work references.

Application Contact:

Suther Feeds –Logistics and Customer Service Manager

Phone: 785-292-4414

Email: **careers@sutherfeeds.com**