

Job Title: Manager, International Customer Experience

Nutrien is a leading provider of crop inputs and services, and our business results make a positive impact on the world. Our purpose, *Feeding the Future*, is the reason we come to work each day. We're guided by our culture of care and our core values: safety, inclusion, integrity, and results. When we say we care, we mean it. We're creating an inclusive workplace where everyone feels safe, has a sense of belonging, trusts one another, and acts with integrity.

Through the collective expertise of our nearly 26,000 employees, we operate a world-class network of production, distribution, and ag retail facilities. We efficiently serve growers' needs and strive to provide a more profitable, sustainable, and secure future for all stakeholders. Help us raise the expectation of what an agriculture company can be and grow your career with Nutrien.

Reporting to the Director, Customer Experience, the Manager, International Customer Experience is responsible for Nutrien's Wholesale Nitrogen and Phosphate global order to cash operations including **order entry and adjustments, invoicing, and international documentation**. This role requires extensive experience in the areas of fertilizer, feed, industrial, and international markets with responsibilities that have a direct impact on revenue recognition.

What you will do:

- Lead the International Team made up of individuals that are directly engaging with customers and processing NPK transactions worldwide. This role is responsible for managing a team of 3+ individuals that process approximately 2.6+MMT with over \$1.2B USD in net sales.
- Leverage specialized expertise to navigate highly complex and occasionally unprecedented situations. Serve as the subject matter expert for executing all sales-related transactions and play a pivotal role in decision-making pertaining to critical activities such as trades/swaps, purchase for resale, and expansion into new geographies. A comprehensive understanding of global import/export requirements, incoterms, customs, letters of credit, regulatory compliance, and associated documentation is crucial.
- Manage key accounts by being accountable for order entry and adjustments, order shipment, invoicing, and the documentation of international transactions. Availability outside of regular business hours is required to address urgent issues and ensure uninterrupted business operations.
- Collaborate with the Sales team, customers, agents, forwarders, and plant personnel to strategically plan and coordinate the execution of international shipments.
- Work together with the European team to identify synergies and establish global best practices and strategies for international documentation.
- Directly interact and communicate with customers and collaborate with Sales, Legal, Transportation Distribution & Logistics, Product Management, Customs, and Credit along with Nutrien's plants to manage order to cash activity and international requirements.
- Review letters of credit, identify changes, and communicate to Credit department, bank, and customers as necessary.
- Educate agents, forwarders and/or plant personnel regarding documentation requirements.
- Maintain required documentation, approvals, and database for adhering to the Sales Contract Policy.
- Drive the success of a continuous pipeline of talented individuals by recruiting high-quality candidates, executing a comprehensive onboarding and training program, and providing ongoing coaching and development opportunities for team members.
- Responsible for addressing financial information requests and process validations originating from external and internal audiences including auditors, SOX leads, and financial accountants.
- Understand fundamental accounting and audit principles and the impacts of posting transactions to ensure the proper closing out of fiscal periods (months, quarters, and years).
- Deliver presentations at sales and customer meetings to engage in conversations about critical activities and business priorities.
- Accurately satisfy moderate and complex customer inquiries regarding order status, product availability, product specifications, shipping documents, product safety, etc.
- Drive and identify areas of improvement and potential efficiencies in the Customer Experience team.

What you will bring:

- Ideal candidate will have a Bachelor's degree in Agriculture, Business Administration, International Business, Supply Chain or related four-year degree.
- 8+ years of business experience required with previous leadership experience preferred.
- Understanding of Incoterms and international banking procedures.
- In-depth knowledge of International Letters of Credit, UCP regulations, and an understanding of Import/Export regulations. Sensitivity to cultural differences and awareness.
- Preferred experience or background in an Agricultural, Commodities, Industrial Chemicals, and banking is beneficial.
- Excellent verbal, written, critical thinking and problem-solving skills and ability to interact with all levels of employees and management.
- Exceptional organizational skills and ability to manage multiple tasks simultaneously and prioritize deliverables. High attention to detail and proven ability to work under pressure.
- Must be highly motivated and requires the ability to lead/coach people to maintain the highest levels of performance.

- Strong interpersonal skills and comfortable in a team environment.
- Expertise in their understanding of Nitrogen and Phosphate as well as specialty lines of products in Nutrien's Agricultural, Industrial, and Feed Divisions for international sales activities.
- Experienced and proficient in a variety of software programs and applications with an aptitude to learn new systems including MSS and Microsoft Office products particularly Excel, PowerPoint, and Word.
- Solid understanding of Customer Experience processes and procedures and how transactions flow through and report in the various systems.

Ready to make an impact with us? Apply today!

The estimated salary that Indeed, Glassdoor and LinkedIn lists does not represent Nutrien's compensation structure. Nutrien is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and other legally protected characteristics.

This job will remain posted until filled. In accordance with Nutrien policies, you will be required to undergo a background check, and may be required to undergo a substance test. While we appreciate all applications we receive, only candidates under consideration will be contacted.

Our Recruitment Process: Application > Resume Review > Pre-screen/Interview > Offer > Pre-Employment Conditions > Welcome to Nutrien

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