

READY TO STEP UP IN 2026?

Senior FarmCo Sales & Customer Service Team Member

FarmCo Moora | Full-Time | Permanent

If you're the person your team turns to for answers... if you thrive on solving complex customer challenges... if you're ready to lead from the front while continuing to grow your own skills... we want to hear from you.

THE OPPORTUNITY

FarmCo Moora is looking for an experienced rural retail professional to join our team in a senior role that's anything but ordinary. This isn't just about serving customers behind a counter—it's about becoming a trusted adviser to the farming community, a mentor to your teammates, and a driving force behind our continued growth.

You'll be at the centre of everything we do: delivering expert advice in-store, managing our expanding online order fulfilment, taking ownership of key product categories, and supporting the Merchandise Manager in leading our sales floor team to excellence.

This is your chance to combine the hands-on customer interaction you love with genuine leadership responsibility, all while deepening your expertise in the rural supply industry.

WHAT YOU'LL BE DOING

Leading Customer Experience

- Be the go-to expert for complex customer enquiries—whether they walk through our doors, call, or reach out online
- Provide knowledgeable, solutions-focused advice across our full range of rural products
- Build lasting relationships with farming families and businesses across the region

Driving Online Success

- Take charge of our online enquiries, quote requests, and order fulfilment
- Ensure every online order is picked, packed, and dispatched with accuracy and care
- Coordinate freight and courier services, keeping customers informed every step of the way

Taking Product Ownership

- Become the expert in your allocated product categories—think animal health, pasture seed, or fencing

- Drive sales performance through deep product knowledge and proactive customer engagement
- Support seasonal campaigns and create compelling in-store displays

Mentoring & Leading

- Share your knowledge and experience with junior team members
- Lead by example in delivering FarmCo's service standards
- Support the Merchandise Manager with daily operations, roster management, and team development

Managing Stock & Systems

- Maintain inventory accuracy using our Triumph system
- Lead stocktakes and cycle counts
- Keep our sales floor and warehouse organised, safe, and customer-ready

WHAT MAKES YOU THE RIGHT FIT?

Essential:

- Extensive retail or customer service experience (rural merchandise, hardware, or agricultural supply highly regarded)
- Strong product knowledge across rural supply categories, with a genuine passion for learning more
- Natural ability to mentor and support others—you're the person people come to for help
- Excellent organisational skills and meticulous attention to detail
- Comfortable with POS and inventory systems (Triumph experience a big plus)
- Physically capable of manual handling and forklift operation (licence preferred)
- Current Australian driver's licence

What will really set you apart:

- You're solution-focused and thrive on solving complex customer challenges
- You take pride in getting the details right, whether it's a product recommendation or an online order
- You're genuinely excited about developing your expertise and leadership skills
- You understand rural customers because you understand rural life
- You're ready to take ownership and make this role your own

WHY FARMCO?

This isn't just another retail job. At FarmCo, you'll be part of a business that's genuinely valued by the regional farming community. You'll work with quality products, serve customers who rely on your expertise, and have real opportunities to grow your career.

As a senior team member, you'll have the autonomy to make decisions, the support to develop your skills, and the satisfaction of seeing your efforts directly contribute to both customer success and business growth.

Plus, you'll be working with a team that values collaboration, appreciates expertise, and believes in doing things right.

READY FOR YOUR NEXT CHALLENGE?

If you're motivated, capable, and ready to step into a senior role where you can truly make an impact in 2026, we'd love to hear from you.

To apply, please send your CV and a cover letter telling us why you're the right person for this role to amanda@farmco.com.au

Applications close: January 30th, 2026

For a confidential conversation about the role, contact Amanda on 0427 546 053

FarmCo is an equal opportunity employer committed to building a diverse and inclusive team.