

Cooperative Farmers Elevator

Position Description & Accountability

DATE: June 15, 2016

JOB TITLE: Office Support

REPORTS TO: Location Manager

DEPARTMENT: Admin

LOCATION: George

CLASSIFICATION: Full time

Position Objective

To support company operations by maintaining office systems, supporting staff and specializing in customer service in order to ensure organizational effectiveness and efficiency.

Position Responsibilities

Office Support

- Answer phone and direct calls
- Enter accounts receivables payments
- Provide counter sales and customer service
- Perform truck scale, grain probing, and grading procedures
- Maintain scale tickets and import tickets into Oakland
- Maintain grain contracts, settlements, reporting, and enter contracts for producers
- Close and update daily grain and accounting processes
- Complete monthly inventory of office resale products
- Load agronomy and feed product sold to customers at the counter
- Receive and bill agronomy fertilizer and chemicals
- Enter feed weights, orders, reporting, and ingredients received into the Oakland system
- Maintain feed budgets and documents
- Match scale tickets to feed orders
- Handle customer complaints with or without management assistance
- Other office duties as need

Safety and Compliance

Uphold Company Safety & Compliance policies

- Uphold all cooperative policies
- Employee Right to Know meetings, etc. held as required or scheduled in conjunction with Safety Director

Other Duties

Perform other duties as assigned by management

- Favorable feedback is received from all department managers when assigned to perform or assist with other duties and responsibilities in those departments
- Attitude consistently mirrors the company image and promotes fellow employee teamwork
- Present a professional image through words, actions and personal appearance

Basic Qualifications:

- High School Diploma or GED equivalent
- Ten-key speed and accuracy required
- Proficient with Microsoft Office and Excel software
- Excellent oral and written communication skills
- Strong customer service skills
- Ability to manage multiple projects at a time and demonstrate good attention to detail
- Detail oriented to provide accurate and consistent work with or without direction
- Knowledge of administrative procedures and systems such as general office machines and phone system
- Ability to work long seasonal hours

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel, and talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand, sit, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee (Print & Sign): _____ *Date:* _____