

# JOB DESCRIPTION



## **Employer Information:**

**Organization Name:** Five Star Cooperative

**About Our Organization:** Five Star Cooperative is an agricultural cooperative providing agricultural products and services to its member owners and customers.

## **Job Description:**

**Job Title:** Energy Sales, Service, and Delivery Person

**Hours/Week:** 40 hours per week with more hours required as needed

**FLSA Status:** Non-Exempt

**Reports To:** Energy Director

## **Job Objective:**

To plan, promote and deliver LP gas, refined fuels, or other fuels, equipment, and related services in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service. This position requires a motivated individual committed to succeed in sales, delivery, and service of energy products throughout Five Star Cooperative's trade territory. The incumbent will be able to adapt to the use of technology, using the cooperative's mobile applications and computers.

The energy sales, service, and delivery person's responsibilities involve sales, service, safety and maintenance, reporting, and other duties as assigned by management.

This position will perform duties in a manner that will optimize the cooperative's efficiency to achieve Five Star's mission while upholding our values. This position will maintain safe, clean equipment.

This position will maintain a positive attitude that promotes teamwork within the cooperative and always upholds a favorable image of Five Star.

## **Qualifications:**

**Education**—High school diploma or equivalent; fluent reading, writing, and speaking the English language

### **Experience:**

- Strong written and verbal communication skills necessary
- Computer skills required
- Good customer service skills and approach necessary
- Ag background a plus

**License, Certificate or Registration:** Class B CDL with HAZ MAT endorsement required (Class A CDL with Haz Mat endorsement preferred); valid DOT physical card; CETP Certification, or the ability to obtain.

**Basic Skills**—Speaking, Writing, Reading Comprehension, Listening, Monitoring, Judgment and Decision Making, Time Management, Basic Math

## **Job Summary and Primary Duties:**

### **Driving:**

- Drive tandem LP or refined fuel truck in order to load and deliver LP gas or refined fuel to specified locations.
- Collect delivery instructions from appropriate sources, verifying instructions and routes.

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- Read and interpret maps in order to determine vehicle routes.
- Follow appropriate safety procedures when transporting dangerous goods.
- Check vehicles before driving them to ensure that mechanical, safety, and emergency equipment is in good working order.

## **Sales:**

- Record sales calls and submit as required.
- Record sales or delivery information on daily sales or delivery records.
- Call on prospective customers to solicit new business or explain company services.
- Write customer orders and sales contracts according to company guidelines.
- Collect money from customers and record transactions on customer receipts and turn into office promptly.
- Provide your supervisor with periodic reports of current competitors' strategies

## **Service:**

- Service involves developing and maintaining routing, keep-full tanks, and performing customer tank installation and maintenance, resolving customer complaints, and delivering, connecting, and maintaining petroleum equipment.
- Listen to and resolve customer complaints regarding products or services within one day.
- Inform regular customer of new products or services and price changes.
- Maintain a regular delivery schedule and sales to customer in a manner which will result in increased satisfaction.
- Know and use all resources necessary to make proper recommendations and applications of products sold.
- Ensure no product problems result due to your recommendations or installation.
- Attend all product updates and service training sessions.
- Clear all major bids with your supervisor.
- Be aware at all times of the cooperative's prices on commodities and services and review with your supervisor daily.
- Keep all customers supplied with product and lose no customers due to careless performance.
- Ensure no keep full customer has need to call for delivery.
- Check customer's tank and schedule routine tank maintenance as necessary.

## **Reporting:**

- Reporting involves invoicing all product deliveries promptly and accurately, submitting daily trip reports, inventory reports, and informing supervisor of outstanding conditions.
- Ensure all tickets presented to the office are correct and turned in daily.
- Present the customer a ticket after each delivery.
- Maintain logs of products delivered.
- Collect delivery instructions from appropriate sources, verifying instructions and routes.
- Read and interpret maps in order to determine vehicle routes.
- Provide tank and regulator information to other employees.
- Record product inventory as required by company.
- Any reporting as assigned by management.

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## **Maintenance & Safety:**

- Observe OSHA, state, and federal safety regulations
- Maintain clean and neat facilities
- Maintain housekeeping and sanitation standards
- Upholds Five Star's Safety regulations and procedures

## **Service and Skills:**

- Excellent customer service required – Applicant must be neat and approachable
- Commitment to excellence and high standards
- Strong interpersonal skills; proficient in use of Microsoft Excel and Word
- Excellent telephone skills and ability to operate office equipment – Applicant must promptly and courteously answer the phone
- Requires making decisions that affect customers, other employees, Five Star's financial resources, and/or the image and reputation of the organization
- Ability to deal effectively with a diversity of individuals at all organizational levels
- Good judgement with the ability to make timely and sound decisions

## **Work Context for the Essential Functions of the Job:**

- Versatility, flexibility, and willingness to work within constantly changing priorities with enthusiasm
- Ability to work independently and as a team player
- Requires face-to-face and telephone communication with individuals, customers, or teams daily
- Opportunities to make decisions without supervision
- Requires being exact or highly accurate
- Requires repeating the same physical or mental activities
- Requires meeting strict deadlines daily to ensure customer service
- Requires work with external customers or the public
- Responsible for work outcomes and results

## **Other Duties:**

- Check with other departments to see if help is needed before going home
- Works as a team member and maintains a positive attitude that promotes teamwork within the cooperative
- Performs other duties as assigned by management – employee's duties may change according to the changing needs of the company
- Must be able to climb stairs, reach above, below, and at shoulder level

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## Work Conditions and Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job is performed indoors or outdoors in weather extremes of Northern Iowa. Exposure to dust from feed, grain, or fertilizer

## Physical Abilities

- **Far and Near Vision**—The ability to see details at close range and a distance.
- **Depth Perception**—The ability to judge which of several objects is closer or further away from you, or to judge the distance between you and an object.
- **Reaction Time**—The ability to quickly respond (with the hand, finger, foot) to a signal (sound, light, picture) when it appears.
- **Static Strength**—The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Response Orientation**—The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- **Spatial Orientation**—The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **Extent Flexibility**—The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- **Multilimb Coordination**—The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- **Manual Dexterity**—The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble or move objects

| Function                                       | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
|--|------|-----------|------------|----------|
| Stand  |      |           | X          |          |
| Sit  |      |           | X          |          |
| Use hands to finger, handle, feel, hold, grasp |      |           | X          | X        |
| Reach with hands and arms                      |      |           | X          | X        |
| Climb or balance                               |      | X         |            |          |
| Stoop, kneel, crouch, or crawl                 |      |           | X          |          |
| Talk or hear                                   |      |           |            | X        |
| Taste or smell                                 |      |           |            | X        |

| Weight            | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
|-------------------|------|-----------|------------|----------|
| Up to 10 lbs      |      |           |            | X        |
| Up to 25 lbs      |      |           | X          |          |
| Up to 50 lbs      |      | X         |            |          |
| Up to 100 lbs     |      | X         |            |          |
| More than 100 lbs | X    |           |            |          |

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**Disclaimer:** This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties related to the successful performance of the job.

I, \_\_\_\_\_, as an employee of Five Star Cooperative, understand the duties and requirements set forth in this job description. The duties of this job description are not all inclusive. They describe the primary function of the job and are not to be considered a detailed description of every job duty. I understand that neither this job description, nor the signing of creates a binding employment contract and that my employer reserves the right to assign additional duties as necessary.

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_