

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: Operations Specialist

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

FLSA Status: Non-Exempt

Reports To: Operations Manager

Job Objective:

Under the direction of the location supervisor and/or operations manager, the operations specialist is responsible for tasks in operating our grain and/or agronomy facilities. Duties include, but are not limited to, assisting in all aspects of the elevator operations. This position will be responsible for receiving grain, maintaining grain conditions, and measuring grain inventory. Incumbents will also be responsible for loading and unloading bulk and packaged fertilizer and chemical products and measuring agronomy inventory.

The incumbent will be expected to assist other locations and departments as assigned by management. Will communicate availability regularly and assist with projects as needed.

Incumbent maintains efficiency 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 will maintain a positive attitude that promotes teamwork within the location, as well as within the cooperative and upholds a favorable image of Five Star Cooperative at all times.

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 – Proficient in Microsoft Word and Excel
- Good customer service skills and approach necessary
- Ag background a plus

License, Certificate or Registration: Valid Class A CDL; Valid DOT physical card; or ability to obtain the above; Certification to Grade Grain

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

Job Summary and Primary Duties:

- Maintain grain quality
- Must be able to meet physical requirements of the position, including prolonged periods of standing, working in confined spaces and elevated heights, bending, kneeling, climbing stairs and ladders.
- Works with grain weighing, grading, probing, and communicating bin designation
- Performs general housekeeping to maintain dust levels
- Performs maintenance and repairs to equipment
- Measure and tracks inventory of grain and agronomy products
- Performs basic grain handling; loading and unloading trucks

JOB DESCRIPTION



- Ability to dump grain
- Assists with loading and unloading fertilizer and chemicals
- Understand basic agronomy chemistry of all products
- Works in fertilizer plant mixing, loading trucks, reading work orders and maps, etc.
- Completes and maintains driving and delivery records
- Assists with operations, helps with distribution of seed, fertilizer, and CPP products to growers
- Works directly with customers, developing excellent customer relations
- Enforce and abide by all cooperative policies
- Enforce and uphold the cooperative's credit policy
- Good communication with all employees and customers

Maintenance & Safety:

- Observe OSHA, state, and federal safety regulations
- Maintains company compliance, enters any compliance data and completes monthly preventative maintenance schedules.
- Operates trucks and equipment safely
 - Receives no OSHA, state, or federal citations
 - Receives no valid customer complaints concerning driving
- Maintain clean and neat facilities

Service and Skills:

- Excellent customer service required – Applicant must be neat and approachable
- Handles customer complaints smoothly – notifies supervisor of any problems and strives to solve any problems quickly, either personally or through communication with the supervisor.
- Excellent telephone skills – applicant must promptly and courteously answer the phone
- Requires acute attention to detail
- Requires making decisions that affect customers, other employees, Five Star Coop's financial resources, and/or the image and reputation of the organization
- Commitment to excellence and high standards
- Actively work to increase personal skills and knowledge
- Attend product, merchandising, safety, and cooperative meetings as requested

Work Context for the Essential Functions of the Job

- Requires face-to-face and telephone communication with individuals, customers, or teams daily
- Opportunity to make decisions without supervision,
- Requires making decisions that impact the results of co-workers, clients or the company,
- Requires being exact or highly accurate,
- Requires repeating the same physical activities or mental activities over and over,
- Requires meeting strict deadlines daily to ensure customer service when unloading and product delivery deadlines.
- Requires work with others in a group or team,
- Requires work with external customers or the public,
- Includes responsibility for work outcomes and results,
- Includes responsibility for the health and safety of others,
- Requires wearing common protective or safety equipment,

Other Duties:

JOB DESCRIPTION



- Ability to deal effectively with a diversity of individuals at all organizational levels
- Good judgment with the ability to make timely and sound decisions
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Ability to work independently and as a team player
- Must be able to climb stairs, reach above, below, and at shoulder level.
- Willingness to work from multiple locations within the cooperative

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 and will have exposure to external elements including: weather extremes of Northern Iowa, heights, confined spaces, and other variable and unique environments. Employee will have exposure to dust from feed, grain, or fertilizer products.

JOB DESCRIPTION



Physical Abilities

- **Far Vision**—The ability to see details at a distance.
- **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.
- **Near Vision**—The ability to see details at close range (within a few feet of the observer).
- **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.
- **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
Reach with hands and arms				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 employee contract and that my employer reserves the right to assign additional duties as necessary.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____