

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: Shop Supervisor

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

FLSA Status: Non Exempt

Reports to: Fleet Manager

Job Summary:

The Five Star Cooperative Shop Supervisor position duties will plan, organize, coordinate, and supervise the operations of a single facility responsible for maintenance and repair of all Five Star Cooperative owned equipment including gas, diesel, and alternative-fuel vehicles, light and heavy trucks, and other heavy equipment. This position also requires superior communication skills by an individual who is able to diagnose, schedule, and complete tasks in a timely manner. This individual will perform a variety of maintenance duties consistent with the operation of a heavy equipment shop.

Incumbent 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 a safe and clean environment and maintain elevator equipment.

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

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

License, Certificate or Registration: Class A CDL, valid DOT physical card or the ability to obtain all of the above.

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

Duty and Area of Responsibility:

- Create and distribute daily work assignments/schedule, review daily work for employees and contractors.
- Makes recommendations for changes in staffing as necessary to meet demands of workload; assists with interviewing applicants and makes recommendations for hire. Assesses training needs, develops training programs, and trains new and existing staff in various aspects of fleet operations, repair, and maintenance, as well as supervise shop employees to carry out assigned responsibilities. Assist with individual performance reviews in a manner that shows clarity, support and communication.

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- Perform preventative maintenance services as well as general mechanics; i.e.: replace brakes, perform wheel changes, electrical, and respond to service calls.
- Complete all appropriate papers on maintenance and repairs as well as be able to maintain records according to company service department standards, including but not limited to work orders and inspection forms.
- Serves as primary contact for employees who deliver vehicles or equipment to the facility for service or repair; confers with drivers to understand problems and make diagnoses. Must schedule all work to be done in the Shop as well as repairs done by outside sources.
- Must be able to communicate effectively with the Logistics Manager, Fleet Manager, COO, Department Managers, and Operations Managers; must be made aware of what is going in and out of the shop, especially any major repairs and outsourcing of work.
- This individual will schedule all tire repairs through outside tire service facilities and communicate with appropriate Area, Department, and Truck Logistics manager all new tire replacement on trucks and trailers.
- Must maintain a sufficient inventory of parts on hand to ensure timely repairs, while being mindful of budget and necessity.
- Adheres to, implements, and enforces Five Star's safety standards, policies, practices, and procedures in order to comply with laws and regulations and minimize accidents and injuries.
- Perform other related duties within job scope as assigned by Fleet Manager.

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

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- 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

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

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Physical Abilities:

- **Far Vision**—The ability to see details at a distance.
- **Near Vision**—The ability to see details at close range as in reading, computer work, writing.
- **Reaction Time**—The ability to quickly respond.
- **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.
- **Spatial Orientation**—The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- **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.
- **Static Strength**—The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Extent Flexibility**—The ability to bend, stretch, stoop, 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. The ability to lift bagged feed.
- **Climbing**—Ability to climb.

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	
Over 50 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: _____