

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 in Northeast and North central Iowa.

Job Description

Job Title: Administrative Assistant

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

FLSA Status: Non-Exempt

Reports To: Administrative Supervisor

Job Objective:

Initiates, coordinates, and executes administrative support to staff and customers at reporting location and all other Five Star Cooperative locations. Duties include but are not limited to providing excellent customer service and maintaining detailed recordkeeping including work orders, payments, contracts, billing, and other required reporting. Will also be responsible for weighing trucks, and sampling/grading grain. This position is responsible for the promotion and sales of goods and services across all departments. To sample and accurately grade all incoming and outgoing grain to assure accurate pricing of grain to customers. Incumbent will maintain a safe and clean elevator and equipment. This position may also be responsible for customer billing, contracts, recordkeeping and excellent customer service among all departments.

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. Applicant may have other duties as assigned by management.

Incumbent maintains office 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 team work 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 required; Post High school training at the college or vocational level

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 driver's license; Certification to Grade Grain or ability to obtain.

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Basic Skills: Speaking, Writing, Reading Comprehension, Listening, Monitoring, Judgement and Decision Making, Time Management

Essential Tasks

- Enforce and abide by all cooperative policies
- Weigh, sample, and grade all incoming and outgoing grain according to specifications provided.
- Strong organizational, problem solving, and analytical skills; able to manage priorities and workflow
- Assists with billing, contracts, and recordkeeping for various departments.
- Assists with recordkeeping and filing needs.
- Enforce and uphold the cooperative's credit policy
- Good communication with all employees and customers
- Handles customer complaints smoothly
 - Notifies supervisor of problems
 - Solves the problem as quickly as possible, either personally or through communication with the supervisor

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
- 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,
- Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization,
- Requires acute attention to detail,
- 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,

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- 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:

- Check with other departments to see if help is needed before going home.
- Work as a team member and maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.
- Perform other duties as assigned my management - employees duties may change according to the changing needs of the company.
- 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 with in the coop

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 products.

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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 to complete detailed paperwork and computer work(within a few feet of the observer).
- **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.
- **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
- **Climbing**—Ability to climb stairs.

Function	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand (depending on day)		X		
Sit (depending on day)				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 60 lbs		X		
Up to 75 lbs	X			
More than 75 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