

## **Position Objective and Responsibilities**

### **Job Title: Custom Applicator**

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Reports To: Agronomy Location Manager

### **Position Objective**

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To deliver and distribute agronomy products 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.

### **Position Responsibilities**

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The custom applicator's responsibilities involve operations, reporting, sales and service, safety and maintenance, and other duties as assigned by management.

The custom applicator will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

#### **Operations**

Operations involves performing operations and deliveries in an efficient manner.

1. Operate spraying and spreading equipment properly and in accordance with delivery tickets
2. Mix fertilizer or chemicals properly to ensure quality standards and accuracy
3. Deliver product as assigned
4. Report needed inventory items to your supervisor
5. Work in other divisions as required when requested by management

#### **Sales and Service**

Service involves providing customer service that will result in greater sales.

1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Work with customers to resolve problems and report complaints to your supervisor
3. Suggest other items for purchase, when appropriate

4. Actively work to increase personal skills and knowledge
5. Attend product, merchandising, and cooperative meetings as requested
6. Wear a clean FWC uniform and be neat
7. Lose no customers due to the quality of service provided by the department

## **Safety and Maintenance**

Safety and maintenance involves maintaining equipment, operating trucks and equipment safely, communicating safe storage and handling procedures to customers, and upholding company safety policies.

### **Maintain equipment**

1. Maintain application equipment and recommend replacement when necessary
2. Maintain fertilizer plant and warehouse as assigned
3. Report any unsafe equipment or working conditions to your supervisor

### **Operate trucks and equipment safely**

1. Maintain a certified applicator license
2. Receive no OSHA, state, or federal citations
3. Receive no valid customer complaints concerning your driving

### **Communicate safe storage and handling procedures to customers**

1. Ensure customers are informed of safe product handling

### **Uphold cooperative safety policies**

1. Ensure facilities and equipment meet federal, state, and OSHA regulations
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified

## **Uphold cooperative policies**

1. Uphold all cooperative policies

### **Perform other duties as assigned by management**

1. Perform duties as requested by management