

## **Position Objective and Responsibilities**

### **Job Title: Grain Operations Attendant**

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Reports To:

Location Manager

### **Position Objective**

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To inspect, sell, and deliver grain and related 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 grain operations attendant's responsibilities involve operations, deliveries and pick-ups, sales and service, safety and maintenance, and other duties as assigned by management.

The grain operations attendant will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

### **Operations**

Operations involves assisting in the efficient operation of the elevator and grain bins.

1. Maintain equipment on a regular schedule to avoid breakdowns and anticipate and plan for major overhauls requiring shut-downs
2. Maintain quality of grain above standards set by the grain division manager
4. Take customer grain samples and retain them for future reference
5. Account for each grain sample provided by writing job, sales, or transfer tickets to ensure accurate inventory control
6. Receive grain inventory, store it, and keep it saleable
7. Report inventory items which should be placed on order
8. Prepare and file department records
9. Attend product training, merchandising, and cooperative meetings as requested
10. Sell grain programs and other products and services

### **Deliveries and Pickups**

Deliveries and pickups involve delivering and picking up orders as assigned.

1. Ensure sales tickets are made out prior to loading or delivery
2. Inspect all grains as they are being loaded and unloaded
3. Verify all items listed on the work order or sales ticket are loaded and delivered
4. Provide the customer with an accurate sales ticket and collect payment if needed
5. Maintain a valid CDL license

### **Sales and Service**

Sales and 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. Assist customers with unloading and loading

3. Promptly and courteously answer the phone
4. Work with customers to resolve problems and report complaints to your supervisor
5. Suggest other items for purchase, when appropriate
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and cooperative meetings as requested
8. Bill accurately and clearly communicate details of delivery
9. Wear a clean uniform and be neat
10. Lose no customers due to the quality of service provided by the department

### **Safety and Maintenance**

Safety and maintenance involves maintaining equipment and facilities, delivering and picking up grain safely, following regulations, and safely operating and maintaining the delivery vehicle.

#### **Maintain equipment and facilities**

1. Maintain a clean and neat elevator, receiving tower and grain bin area
2. Maintain equipment and facilities regularly
3. Maintain housekeeping standards in the elevators and grain bin areas

#### **Follow regulations**

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies

### **Other Duties**

The grain operations attendant will perform duties as assigned by management and will enforce and uphold the cooperative's credit policy.

#### **Uphold cooperative policies**

1. Uphold all cooperative policies

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

1. Perform duties as requested by management

#### **Enforce and uphold the cooperative's credit policy**

1. Make credit terms known to all employees and customers
  2. Do not charge to customers on COD
  3. Do not extend credit to customers who have not been approved by the credit manager
  4. Do not authorize customer charges that exceed set credit limits
  5. Keep all personal accounts current
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