

Grain Scale Operator

Report To: Relationship Manager

Updated: 5/1/2013

Position Responsibilities

The Grain Scale Operator responsibilities involve scale operations, customer service, communications, clerical tasks, and other duties as assigned.

The Grain Scale Operator will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Scale Operations

1. Properly identify the correct commodity, customer and delivery sheet for entry into the scale interface system
2. Properly weigh each scale ticket on every load delivered/shipped by the grain elevator
3. Properly grade each grain sample and enter correctly into scale interface system

Customer Service

1. Assist customers as needed with grain purchases and grain settlement
2. Promptly report complaints and compliments to the appropriate manager
3. Greet each customer with a friendly smile and a hello
4. Always remember to thank customers for their business
5. Actively develop professional development skills and knowledge
6. Promote customers understanding of and participation in the cooperative
7. Maintain confidentiality with all customer information and data

Communications

1. Answer the telephone in a courteous and professional manner with no complaints
2. Route telephone calls to the appropriate person and take accurate phone messages and forward to appropriate individual

Clerical Tasks

1. File all grain documents, as needed
2. Handle correspondence, filing, and miscellaneous clerical work as time permits or as assigned
3. Inform the supervisor when office supplies need to be ordered
4. Maintain office equipment and keep work area neat and clean
5. Recommend new office and bookkeeping procedures as necessary to achieve maximum efficiency
6. Maintain confidentiality with Prairie Central conversations, information and data

Other Duties

1. Uphold all cooperative policies
2. Perform duties as assigned