

Cloud County Coop Elevator Association, Inc.

Job Title: Terminal Scale Operator

Department: Grain

Reports to: Bookkeeper

FLSA Status: Non-exempt

Prepared: June 2019

SUMMARY

This position is responsible for daily scale operations including customer service and teamwork; monitoring truck check-ins and weighing trucks; processing daily tickets and truck reports; completing customer load records; and answering the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Provides excellent customer service by managing difficult or emotional situations; responding promptly to customer needs; resolving questions, complaints, and concerns immediately; and meeting commitments

Responsible for greeting customers in person and by telephone

Responsible for accurately weighing/processing inbound and outbound trucks including probing samples of grain

Responsible for safe, efficient, and productive terminal scale operations including recordkeeping and reporting

Ability to work independently or as a team and change priorities as necessary

Ability to recognize problems and communicate effectively with managers to trouble-shoot

Responsible for understanding and following Coop policies and procedures

Responsible for understanding and complying with all state and federal regulations pertaining to a safe workplace, housekeeping, and all activities that require regulation compliance

Ability to report to work promptly and regularly

Ability to work a variable schedule including days of the week, shifts and hours per week (including on-call as needed)

Ability to manage multiple priorities stress and interruptions, with patience and professional communication

Promotes teamwork and successfully communicates with various departments

Ability to work individually and as a team across Coop departments

Maintains and promotes safety awareness; follows safety policies, procedures and reporting requirements

Ability to pay attention to detail including maintaining an organized and clean work environment
Presents a clean and professional appearance

Employee is required to perform all other duties as assigned

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); a minimum of three months of agricultural customer service experience or related experience and/or training; or equivalent combination of education and experience. This position may require basic computer operation skills. Willing to seek out and attend additional continuing education, seminars, classes or other job-related education requirements or opportunities.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

COMPUTER SKILLS

To perform this job successfully, this position requires proficient computer operation skills and the ability to learn software programs.

REASONING ABILITY

The ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Able to deal with problems with several concrete variables in standardized situations. Must be able to think quickly and perform a mental assessment of workplace hazards, take appropriate precautions, and choose appropriate PPE as dictated by need, regulation, and labeling.

TRAVEL

N/A

CERTIFICATES, LICENSES, REGISTRATIONS

Must be at least 17 years of age

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and/or smell. The employee must regularly lift and/or move 25 pounds and must occasionally lift and/or move 50 pounds. The employee will need to climb ladders and stairs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK 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.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts; fumes or airborne particles including grain dust; outside weather conditions; wet and/or humid condition; extreme cold and extreme heat; toxic or caustic chemicals and vibration. The employee is frequently exposed to high, precarious places; small/confined spaces; risk of electrical shock and explosives. The noise level in this work environment is usually loud (although not believed to exceed the eight-hour threshold for working in or around loud equipment). Employee must understand and implement all related safety policies, procedures and programs for prevention and protection while performing job duties in various work environments.

DISCLAIMER

This job description indicates the general nature and level of work expected. It is not designed to cover every activity, duty or responsibility required of the employee.

I agree that I can perform the job described as stated above and am able to work in these conditions.

This job description in no way alters "employment-at-will" and is not a guarantee of employment now or in the future.

Signature

Date