



Halfa Feed Mill – Office Assistant

Location: Halfa Feed Mill - Armstrong, Iowa

Classification: Full-Time, Non-Exempt

Hours/Week: 7:30am-4pm with more hours required seasonally and as needed.

Reports to: Location Manager

Position Objective

Provides general support with a variety of activities and related tasks. The office assistant will strive to enhance customer service and maintain cooperative profitability 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: Essential Duties and Responsibilities include the following. Other duties may be assigned.

Core Responsibilities

- Reviewing and signing off on all incoming ingredients
- Responsible for Micron and PDI testing entry
- Maintaining and review feed budgets
- Maintain communication with supervisor concerning grain and feed quality.
- Maintain customer feeding information and ration formulations in an organized and effective manner utilizing currently available information technology systems.
- Maintain physical conditions, housekeeping and appearance of the location within StateLine, FDA and OSHA guidelines.
- Keep inside and outside of facilities clean and tidy
- Maintain current VFD program
- Monitor and maintain equipment on a regular schedule to avoid breakdowns and anticipate and plan for major overhauls.
- Notifies Location Manager of problems.
- Maximizes productivity through proficient use of appropriate software applications
- Cross trained in the following to allow for vacation/emergency fill ins
 - Produce swine feeds to specifications in a timely manner
 - Ensure all feed order are entered correctly prior to giving to the operator
 - Inspect all feeds as they are being unloaded
 - Verify all items listed on the mix order are loaded and delivered
 - Ensure customer is provided with the exact ration and amount that was ordered
 - Coordinate customer feed orders, batching sequences, and feed deliveries in an efficient and effective manner that exceeds customer expectations.
 - Receive ingredients and grain
 - Weighing, grading grain and importing grain tickets
 - Daily corn and meal reporting

- Update daily and weekly pricing
- Entering inventory into our accounting system in a timely manner

Customer Service

- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Help with any foot traffic and/or phone traffic as needed
- Support company mission, goals, communication & safety standards as a leader of SLC.
- Will strive to enhance the image of the StateLine Cooperative through customer service and being professional in all aspects of business being conducted as StateLine Cooperative.
- Wear a clean uniform and be neat.
- Is always friendly, courteous and helpful.
- Lose no customers due to services provided by the department

Safety and Environmental Protection

- Follow management directed quality assurance programs and food safety programs.
- Takes precautions to protect self, fellow employees and the environment
- Monitor the facilities to ensure a safe working environment for the employees and patrons, following company policy, OSHA and DNR regulations.
- Fill out all required paperwork and permits for all activities that require such documentation prior to performing those duties.

Other

- As the position and department develop, will perform other activities as directed by management
- Works extended hours as requested by supervisor.
- Follow all company policies

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Strives to continuously build knowledge and skills.

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others.

Managing People - Takes responsibility for subordinates' activities; Makes self available to staff; Improves processes, products and services.; Continually works to improve supervisory skills.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgement - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

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); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively

present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Feed Office Enterprise System. Basic Computer Skills, Oakland Accounting System

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 talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Amount of Time

Function	None	Under 1/3	1/3 to 2/3	Over 2/3
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				*
Taste or smell		*		

Amount of Time

Weight	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 lbs				*
Up to 25 lbs				*
Up to 50 lbs				*
Up to 100 lbs		*		
More than 100 lbs		*		

Special vision requirements include the following:

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)

- Ability to adjust and focus (ability to adjust the eye to bring an object into sharp 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. The employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to high, precarious places and risk of electrical shock. The noise level in the work environment is usually moderate.

Amount of Time

Condition	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid (non-weather)		*		
Work near moving mechanical parts				*
Work in high, precarious places		*		
Fumes or airborne particles				*
Toxic or caustic chemicals	*			
Outdoor weather conditions		*		
Extreme cold (non-weather)	*			
Extreme heat (non-weather)	*			
Risk of electrical shock		*		
Work with explosives	*			
Risk of radiation	*			
Vibration			*	

Typical noise levels for the work environment include the following:
Noise levels at times will be considered loud.

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.

ACKNOWLEDGEMENT FOR RECEIPT OF JOB DESCRIPTION

Employee Name (Please Print)

Employee Signature

Date