

Position Objective and Responsibilities

Job Title: Feed Mill Attendant

Reports To: _____ in the
Feed Department.

Position Objective

To manufacture, inspect, sell, and deliver feed 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

The feed mill attendant's responsibilities involve operations, deliveries and pick-ups, sales and service, safety and maintenance, and other duties as assigned by management.

The feed mill 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 mill and warehouse.

1. Assist with assigned local mix schedule and prepare mixes to specifications in a timely manner
2. Maintain equipment on a regular schedule to avoid breakdowns and anticipate and plan for major overhauls requiring shut-downs
3. Maintain quality of mixes above standards set by Land O' Lakes and the local mix program
4. Take ingredient, local mix, and customer mix samples and retain them for future reference
5. Account for each mix or other service provided by writing job, sales, or transfer tickets to ensure accurate inventory control
6. Receive inventory, store it, and keep it saleable

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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 feeding programs and other products and services

Deliveries and Pickups

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

1. Ensure sales tickets are made out prior to loading or delivery
2. Deliver product to and pick up product from specified locations
3. Inspect all feeds as they are being loaded and unloaded
4. Verify all items listed on the work order or sales ticket are loaded and delivered
5. Provide the customer with an accurate sales ticket and collect payment if needed

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 bulk orders safely, following regulations, and safely operating and maintaining the delivery vehicle.

Maintain equipment and facilities

1. Maintain a clean and neat grinding and mixing room
2. Maintain mill and warehouse equipment and facilities regularly
3. Maintain housekeeping and sanitation standards in feed mill

Deliver bulk orders safely

1. Use extreme caution while driving in farmers' yards; drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
2. Watch for overhead wires when using augers
3. Avoid damage to farmers' buildings, bins, or property when positioning for unloading
4. Avoid spilling the product; clean up spillage that occurs
5. Ensure bin doors and covers are closed when delivery is complete
6. Observe and report any unusual activity, problems, and farmers' complaints to your supervisor

Follow regulations

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies
3. Maintain a valid commercial driver's license

Operate delivery vehicle safely

1. Check lights and safety equipment daily
2. Obey all traffic laws, including:
 - driving within posted speed limits
 - stopping and looking for traffic at all stop signs
3. Drive defensively
4. Report any unsafe equipment or working conditions to your supervisor
5. Allow no riders who have not been approved by your supervisor

Maintain the delivery vehicle

1. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
2. Follow the regular vehicle maintenance schedule provided by your supervisor
3. Report any needed repairs or special maintenance to your supervisor immediately

Other Duties

The feed mill 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