

Position Objective and Responsibilities

Job Title: Grain Elevator Department Manager

Reports to: General Manager

Position Objective

The grain elevator department manager will direct, promote, and coordinate the department 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 elevator department manager's responsibilities involve supervision, grain management, marketing, profitability and sales, reporting, purchasing, resale pricing, inventory, service, maintenance, and other duties as assigned by management.

The elevator department manager will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Supervision

Supervision involves establishing and communicating department goals and results to employees, staffing the department and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

Establish and communicate department goals and results to employees

1. Establish department goals with assistance from the general manager
2. Conduct department planning and updating meeting within _____ weeks of fiscal year end
3. Conduct department planning and reporting session within _____ days upon receiving the monthly management report

Staff department and delegate work load to meet market requirements

1. Establish and update job descriptions for all positions within the department
2. Recommend selection of employees based on job requirements
3. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
4. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

Actively support employee growth

1. Schedule and supervise orientation for new department employees
2. Update employees regularly on new product knowledge
3. Identify in writing annually training needed for individual employees
4. Discuss performance _____ with each department employee
5. Complete and administer a yearly merit review with each department employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

Uphold cooperative policies

1. Uphold all cooperative policies
2. Ensure that department facilities and equipment meet all federal, state, and OSHA regulations
3. Inform all customers of safe product handling
4. Develop and update a regular maintenance schedule for all department facilities and equipment

Grain Management

Grain management involves assuring proper grain storage and condition, operating the grain dryer efficiently, blending grain for proper loading, assuring quality specification grain is used, practicing good housekeeping, and monitoring rodent infestation.

Assure proper grain storage and condition

1. Properly bin grain according to grade and moisture to maintain the highest quality possible
2. Maintain up-to-date bin charts showing type, weight, grade, and quantity of grain stored in each bin
3. Check regularly on the condition of stored grain so it can be turned when needed
4. Treat grain when necessary
5. Check flat storage every _____
6. Assure proper aeration of each bin
7. Check and record temperatures every _____

Operate grain dryer efficiently

1. Record quality of grain and moisture
2. Test weight before and after drying operation

Blend grain for proper loading

1. Blend grain for load out to obtain the highest grade and price
2. Load out hopper cars and grain trucks in approved manner
3. Record all rail cars loaded including car number, date loaded, amount loaded, and seals used

Assure quality specification grain is used for custom mix or manufacture

1. Coordinate the use of company-owned grain and grain bank grain with feed mill manager

Maintain good housekeeping to reduce chance of fire or dust collection

1. Check all areas at closing time for fire hazards
2. Keep fire extinguishers fully charged and in designated places at all times

Monitor rodent infestation

1. Coordinate with rodent control service

Grain Handling

Grain handling involves coordinating purchases, receiving, sampling, grading, and shipping; and maintaining grain quality and quantity.

Coordinate purchases

1. Report all grain purchases when made
2. Provide marketing information to customers

Coordinate receiving, sampling, and grading

1. Ensure employees are qualified to sample and grade grain properly
2. Apply proper discounts on incoming grain
3. Give no discounts on grain shipped
4. Open all facilities at scheduled times
5. Receive no valid customer complaints on unloading

Coordinate shipping

1. Minimize handling and movement of grain between locations
2. Maintain adequate receiving capacity at all times
3. Ensure all semis are loaded promptly

Maintain grain quality and quantity

1. Prepare grain inspection reports weekly and submit them monthly
2. Allow no deterioration of grain quality while in facilities
3. Measure and reconcile grain to DPR and general ledger weekly
4. Ensure shrink does not exceed industry standards

Marketing

Marketing involves developing and implementing an annual marketing plan and directing department marketing activities.

Develop and implement an annual marketing plan

1. Submit department's marketing plan to the general manager by _____
2. Review the following marketing activities with the general manager by the _____ of each month:
 - Sales call recap
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Direct department marketing activities

1. Review department sales goals with department employees each month
2. Review the following marketing activities with department employees each month:
 - Sales call reports
 - Market share report
 - Sales analysis report
 - Strategy review report
 - Competitive pricing analysis report
 - Sales promotional efforts
 - Plans for the following month

Profitability and Sales

Profitability and sales involves establishing and achieving department profitability and sales goals, and increasing the department's market share through regular sales efforts.

Establish and achieve department profitability and sales goals

The department manager will establish and achieve the profitability and sales goals identified in the annual budget.

Increase market share through regular sales efforts

1. Review sales reports monthly with department employees
2. Review daily reports with salespeople weekly and forward the reports to your supervisor
3. Submit sales call recap monthly to management
4. Ensure department staff has current tools to make successful sales presentations

Reporting

Reporting involves submitting all required operational reports to management within the time limits stated below.

1. Submit daily invoices and sales recaps to management daily with no errors or discrepancies
2. Turn in all product receipts and supporting materials to management daily
3. Submit monthly reports to management by the _____ of each month. Monthly reports should include the following:
 - Inventory recap
 - Sales promotion recap
 - Competitive retail market report: semi-annual
 - Employee performance recap
 - Facility and equipment maintenance recap
 - Review outstanding customer reports including credit, complaints, and requests

Purchasing

Purchasing involves purchasing products for resale.

1. Purchase products of quality that will result in a minimum of customer complaints
2. Ensure the cost of products will allow for competitive pricing while still meeting the cooperative's financial objectives
3. Make purchases from outside the cooperative system only if they provide a substantial financial advantage

Resale Pricing

Resale pricing involves establishing prices of products and services.

1. Set prices that are competitive with industry guidelines and local competitors
2. Set prices that allow the cooperative to meet sales and financial objectives

Inventory

Inventory involves managing inventory levels.

1. Develop and maintain a system for monitoring and controlling inventory levels that results in minimal shrinkage
2. Supervise checking of all in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
3. Strive to get _____ turns on commodities
4. Clear out obsolete inventories annually
5. Maintain a fiscal year-end inventory not to exceed _____% of sales
6. Resolve discrepancies in daily inventory report forms within _____ hours
7. Maintain inventories at levels to assure service with a minimum of delivery delays, yet maintain inventory turn goals

Service

Service involves providing and promoting the service necessary to meet the department's goals.

1. Have equipment in excellent operating condition by the beginning of the _____ season

Grain Elevator Department Manager: Position Objective and Responsibilities, Page 8

2. Ensure all items sold through the department are delivered and installed within _____ weeks of sale or receipt
3. Enforce regulations to ensure an even flow of product to accounts
4. Introduce new products and programs
5. Suggest and detail benefits and features of related products
6. Handle claims and complaints promptly
7. Supervise quality control to assure maintenance of product specifications
8. Ensure no customer has improperly installed or inefficiently maintained equipment
9. Ensure all services provided assist in achieving department profitability
10. Make arrangements ahead of time for coverage of duties in case of a planned absence, such as vacation, or an unplanned absence, such as illness
11. Lose no customers due to services provided by the department

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly department
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The grain elevator department manager will perform other duties as assigned by management and will enforce and uphold the cooperative's credit policy.

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