

## Position Objective and Responsibilities

### Job Title: Operations Manager

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Reports To: \_\_\_\_\_ in the  
\_\_\_\_\_ department.

### Position Objective

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To plan, supervise, and coordinate personnel and operations 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

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The operations manager's responsibilities involve supervision, grain handling, other product handling, maintenance, and performing other duties as assigned by the general manager.

The operations 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, upholding cooperative policies, and supervising office operations and daily reporting.

#### **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

**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

**Supervise office operations and daily reporting**

1. Balance cash daily
2. Forward sales tickets, scale tickets, and cash receipts to bookkeeping daily
3. Forward all product receipts and supporting materials for disposition daily, after approval from department managers

**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

## **Other Product Handling**

Other product handling involves coordinating receiving; maintaining quality manufacturing, mixing, and warehousing; and scheduling deliveries.

### **Coordinate receiving**

1. Ensure all incoming shipments are unloaded promptly
2. Incur no demurrage charges on rail cars
3. Sample incoming ingredients as required

### **Maintain quality manufacturing and mixing**

1. Perform all measuring and weighing accurately to assure quality standards are met
2. Perform all mixing and processing in a manner as to assure quality standards are consistently met
3. Sample all completed products as required

### **Maintain quality warehousing**

1. Keep all storage and warehouse areas clean, neat, and orderly
2. Incur no damage or shrink while products are in facilities
3. Maintain adequate inventories to meet customer needs

### **Schedule Deliveries**

1. Schedule and meet deliveries so no customers are lost due to unsatisfactory service

## **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. Lose no customer due to unsatisfactory equipment performance

**Other Duties**

The operations manager will perform other duties as assigned by the general manager and will enforce and uphold the cooperative's credit policy.

**Perform other duties as assigned by the general manager**

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