

FARMERS GRAIN COMPANY

Job Description

Job Title: Energy Department & Office Assistant
Department: Energy
Reports To: Energy Department Manager
FLSA Status: Non-exempt
Safety Sensitive: No
Date: April 2020

SUMMARY

Responsible for assisting Energy Department Manager with product marketing programs, inventory, reporting, and customer invoicing. Also helps maintain records of financial transactions for the Pond Creek location. Portrays positive company image through effective communication, teamwork, and outstanding customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Assists with inventory control, pricing, stocking, ordering, billing, and maintaining adequate inventory levels to meet customer demands and reconciling inventory on monthly variance reports;

Answers phone and ensures that customers and employees receive appropriate and timely answers to their questions;

Provides timely and accurate customer service and operations functions including weighing trucks, testing grain samples, and retention of records;

Demonstrates leadership, flexibility, versatility, and organizational skills;

Ensures confidentiality and discretion of cooperative information;

Provides accounting and administrative support by balancing daily deposits, and cash box;

Assists customers with products and completes sales tickets;

Displays computer competency in data entry of accounts data;

Prepares analysis of accounts, as required;

Verifies and posts details of business transactions; such as charges, discounts, and payments to customer accounts, and may file paperwork for these transactions;

Codes data for input to financial data processing system according to company procedures;

Helps customer complete credit applications and processes applications;

Assists in maintaining records on chemical application of grain in bins;

Maintains fuel records and reconciles fuel inventory daily; updates fuel prices as needed;

Reconciles fuel inventory and helps complete monthly reports;

Creates purchase orders for Energy Department expenses;

Invoices all direct delivery bulk fuel customers;

Assists Energy Department Manager with billing for statements;

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

Effectively communicates by verbal and written means with customers, employees, and management;

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

Complies with all state and federal laws, codes, and regulations;

Keeps work area neat, clean and organized;

Presents an appropriate and professional appearance;

Employee is required to perform all other duties as directed by supervisor.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, demands and environments described below are representative of those an employee encounters while performing the essential functions of this job. 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.

Farmers Grain Company is an EOE/ADA employer.

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.

CERTIFICATES, LICENSES, REGISTRATIONS

N/A

COMPUTER SKILLS

Proficient computer operation skills including working knowledge of accounting software; the Internet; and Microsoft Office software. Experience with AgTrax is preferred.

LANGUAGE SKILLS

Ability to read and interpret documents technical procedures or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, employees, clients, customers, and the public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

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.

PHYSICAL DEMANDS

While performing the duties of this Job, the employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear; taste or smell; stand; walk; sit and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and /or move up to 25 pounds and occasionally lift and/or move over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Employee must understand and implement all related safety policies, procedures and programs for prevention and protection while performing job duties in various work environments.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is exposed to fumes or airborne particles; and outside weather conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee must understand and implement all related safety policies, procedures and programs for prevention and protection while performing job duties in various work environments. The noise level in the work environment is usually moderate.