

Cooperative Farmers Elevator

Position Description & Accountability

DATE: April 10, 2019

JOB TITLE: Counter & Outside Customer Service

REPORTS TO: Location Manager

DEPARTMENT: Lumber

LOCATION: Ocheyedon, IA

CLASSIFICATION: Full time

Position Objective

To work in a front line position dealing directly with customers and in a team setting servicing customers with all building material needs, along with assisting the office and outside staff with a variety of day to day operations.

Counter & Outside Customer Service

- Answer phone and direct calls
- Provide counter sales and customer service
- Perform estimates on projects and order products for customers and location.
- Participate with office team to organize and implement daily processes to provide products and services to our customers
- Schedule delivery and organize delivery board procedures
- Assist in stocking of store products and housekeeping.
- Organize, sort, and deliver customer products and needs to customers farms and/or company transfers with the pickup or truck
- Assist in other duties as needed

Inform supervisor of outstanding conditions

- Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

Safety and Compliance

Uphold cooperative policies

- Follow and comply with all laws and regulations established by the program (DOT, OSHA)
- Uphold all cooperative policies
- Employee Right to Know meetings, etc. held as required or scheduled in conjunction with Safety Director

Other Duties

Perform other duties as assigned by management

- Favorable feedback is received from all department managers when assigned to perform or assist with other duties and responsibilities in those departments
- Attitude consistently mirrors the company image and promotes fellow employee teamwork
- Present a professional image through words, actions and personal appearance

Basic Qualifications:

- High School Diploma, GED or equivalent combination of education and experience
- General computer knowledge
- Class A CDL license with airbrakes (or must be able to obtain within 60 days)
- Strong communication and customer service skills
- Detail oriented to provide accurate and consistent work with or without direction

- Ability to manage multiple projects at a time
- Ability to climb heights
- Ability to work long seasonal hours

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand, sit, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 90 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 signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee (Print & Sign): _____ *Date:* _____