

# **Cooperative Farmers Elevator**

## **Position Description & Accountability**

**DATE:** January 10, 2019

**JOB TITLE:** Yard Supervisor

**REPORTS TO:** Lumber Location Manager

**LOCATION:** Ocheyedan

**CLASSIFICATION:** Full time

### **Position Objective**

To supervise the yard 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 yard supervisor's responsibilities involve supervising yard activities and personnel, sales and service, maintenance.

### **Yard Supervisor**

Yard supervision involves assisting in maintaining inventory, receiving inventories, and delivering sales.

#### **Assist in maintaining inventory**

- Assist the department manager in monitoring inventory levels daily and report lows as necessary
- Maintain clean and orderly inventory and yard area
- Arrange seasonal material

#### **Receive inventory and deliver sales**

- Unload incoming freight
- Check all in-shipments for accuracy against the bill of lading; check packing slips for proper quantity; and note any damage
- Load and deliver all sales in an accurate and timely manner

#### **Sales and Service**

- Sales and service involves providing customer service that will result in greater sales
- Greet customers promptly and courteously
- Assist customers with unloading and loading
- Promptly and courteously answer the phone
- Work with customers to resolve problems and report complaints to your supervisor
- Suggest other items for purchase, when appropriate
- Actively work to increase personal skills and knowledge
- Attend product, merchandising, and cooperative meetings as requested
- Bill accurately and clearly communicate details of delivery
- Enforce and uphold CFE's credit policy
- Wear a clean uniform and be neat
- 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
- Make customer retention a priority of all employees that work in operations at CFE
- Make customer service a priority for all employees to retain satisfied customers

## **Maintenance**

- Maintenance involves maintaining property, facilities, and equipment.
- Ensure property, facilities, and equipment remain in good repair and appearance
- Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
- Maintain a clean and orderly yard
- Arrange seasonal displays

## **Safety and Compliance**

### **Uphold cooperative policies**

- Follow and comply with all laws and regulations both State and Federal
- Uphold all cooperative policies
- Attend safety meetings, etc. held as required or scheduled in conjunction with Safety Director or location

## **Other Duties**

The yard supervisor will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

### **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
- Perform other duties as assigned by management

## **Basic Qualifications:**

- High School Diploma, GED or equivalent combination of education and experience
- Class A CDL license (or must be able to obtain within 60 days)
- Ability to work long seasonal hours
- Detailed oriented to provide accurate and consistent work
- Excellent customer service skills
- Basic math skills
- Ability to manage multiple projects at a time and demonstrate good attention to detail

## **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 80 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: \_\_\_\_\_