

|                   |                                      |                           |                          |
|-------------------|--------------------------------------|---------------------------|--------------------------|
| <b>Job title</b>  | <i>Feed Administrative Assistant</i> | <b>Job Classification</b> | <i>Hourly Non-exempt</i> |
| <b>Reports to</b> | <i>Feed Mill Manager</i>             | <b>Salary Range</b>       | <i>\$13.73-\$18.23</i>   |

### About Pro Cooperative

**Our Mission:** Building lasting partnerships by being PROactive, PROgressive and PROfessional.

**Our Vision:** To provide premier services to every customer through personalized relationships, whole farm solutions, and advanced technical knowledge.

### Our Core Values:

- *Trust* - working to earn TRUST every day, operating with reliability and integrity.
- *Service* – SERVING others with understanding, respect and care.
- *Fun* – having FUN building a Positive Team and Family Spirit while removing barriers and letting people do what they do best.
- *Safety* - Ensuring the SAFETY of our people; doing what’s best to create the safest environment now and for the future.

### Job purpose

- The position of a Feed Administrative Assistant is of great significance to Pro Cooperative.
  - A person in this position is responsible for assisting the feed department with departmental related duties as well as maintaining a systematic understanding and control of administrative and accounting duties.
  - A person in this position maintains operational performance with the utmost concentration and dedication and must be well versed in the standard operating procedures of the company.

### Duties and responsibilities

These are the basic duties and responsibilities of the position and must be performed competently. Basic requirements include, but are not limited to the following:

- Maintain an in-depth knowledge of Pro Cooperative feed services, customer account and billing processes, new customer information, purchases and inventory, and various policies and procedures related to product delivery and service.
- Address a high volume of incoming calls from internal and external customers ensuring customer service quality, efficiency, and accuracy for all call transactions.
- Perform front desk/receptionist duties in a professional and friendly manner.
- Assist in the enforcement of credit collection procedures as assigned by supervisor.
- Assist in providing information to external auditors for annual audit, as well as performing internal audits monthly.
- Investigate and resolve customer questions and concerns efficiently and compassionately. Resolving all customer complaints in a friendly and tactful manner.
- Complete training and attend meetings/workshops/seminars/continuing education appropriate to the position, as assigned, and approved by direct supervisor.
- Inform direct supervisor of all relevant departmental issues in a timely manner.
- Perform all other duties as assigned by direct supervisor.
- Assist other locations as needed.
- Comply with Pro Cooperative policies, including Pro Cooperative’s safety policies

### Qualifications

Qualifications include:

- Associate's degree (A. A.) or equivalent from two-year college or technical school preferred.
- High school diploma or general education degree (GED) and related experience and/or training required.
- Microsoft Office Word, Excel, and Outlook proficiency required.
- Valid state driver's license required.
- Available to work extended hours when needed.
- Customer service experience preferred.
- Must have strong communication skills; ability to communicate in appropriate, professional manner with managers, supervisors, employees, customers, vendors and general public.
- Must have a manager focus on all interactions and exhibit strong critical thinking/ problem solving skills.

### **Working conditions**

Office setting at room temperature. Inside about 95% of the time and occasional work outside exposed to all weather conditions.

### **Physical requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This position requires occasionally bending, squatting, kneeling, and pushing/pulling, reach about shoulder level and lifting 10-15 lbs frequently and 15-40 lbs occasionally.

### **Direct reports**

None

---

|                       |                          |
|-----------------------|--------------------------|
| <b>Approved by:</b>   | <i>Feed mill Manager</i> |
| <b>Date approved:</b> | <i>xx/xx/xxx</i>         |
| <b>Reviewed:</b>      | <i>12/20/2021</i>        |

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. This document doesn't constitute a contract of employment. Company may exercise its employment-at-will rights at any time.*

*Employee (Print & Sign): \_\_\_\_\_ Date: \_\_\_\_\_*