

Job title	<i>Headquarters Administrative Assistant</i>	Job Classification	<i>Hourly- Non-Exempt</i>
Reports to	<i>Chief Financial Officer</i>	Salary Range	
Direct Reports	<i>N/A</i>	EEOC Classification	<i>Administrative Support Worker</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 an Administrative Assistant is of great significance to Pro Cooperative.

- A person in this position is responsible to serve as the primary point of contact for customers, visitors and employees entering the office, providing friendly, professional and helpful customer service.
- Administrative Assistants are required to perform all required tasks with the utmost concentration and dedication in a safe and efficient manner.

Duties and responsibilities

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

- Answer and direct incoming calls, take messages and assist callers with general questions or connect them with the appropriate employee or department.
- Respond to customer questions and requests providing accurate information when possible and directing more complex questions to the appropriate department.
- File, sort, organize and maintain grain contracts and related documentation, ensuring records are accurate, complete and readily accessible.
- Assist with accounts receivable activities, including processing payments, posting transactions, maintaining records and responding to basic customer account questions.
- Assist customers with account-related questions and direct billing or account concerns to the appropriate accounting personnel when necessary.
- Provide general administrative and clerical support to other locations and departments as needed.
- Protect confidential customer, company and financial information and maintain appropriate discretion in handling company records.
- Review daily sale tickets and other reports. Reconcile any differences and prepare corrections.
- Ensure daily deposits are updated and reconciled.
- 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 in a monthly basis.
- Assist in preparing, distributing and mailing departmental reports/correspondence in a timely, professional and accurate manner as needed i.e. monthly statements.
- Remain current and knowledgeable about products and services Pro Cooperative offers.
- Assist in maintaining a clean and orderly office, order office supplies as needed.

- Backup other functions within the location as requested.
- 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.
- Comply with Pro Cooperative policies, including Pro Cooperative's safety policies.

Minimum experience and qualifications

- Associate's degree (A. A.) or equivalent from two-year College or technical school; or two to three years related experience and/or training; or High school diploma or general education degree (GED) and related experience and/or training.
- Ability to communicate using proper telephone etiquette with customers, other employees and vendors.
- Ability to multitask and prioritize tasks
- Available to work extended hours when needed

Physical demands

ACTIVITY	FREQUENCY	ACTIVITY	FREQUENCY
Bending/Stooping	Occasionally (1%-33%)	Sitting	Constantly (67%-100%)
Climbing-stairs, ladders, slope	Occasionally (1%-33%)	Standing	Occasionally (1-33%)
Crawling	Occasionally (1%-33%)	Twisting	Occasionally (1%-33%)
Grasping/Handling	Frequently (34%-66%)	Walking	Frequently (34%-66%)
Kneeling	Occasionally (1%-33%)	Balancing	Occasionally (1%-33%)
Neck Flexion/Extension	Constantly (67%-100%)	Squatting	Occasionally (1%-33%)
Reaching Forward	Constantly (67%-100%)	Change of Position	Frequently (34%-66%)
Reaching Overhead	Occasionally (1%-33%)	In/Out of Machine	Occasionally (1%-33%)

Physical effort

LIFT/CARRYING	FREQUENCY	PUSHING/PULLING	FREQUENCY
1 – 10 lbs.	Occasionally (1%-33%)	1 – 10 lbs.	Occasionally (1%-33%)
11 – 20 lbs.	Occasionally (1%-33%)	11 – 20 lbs.	Occasionally (1%-33%)
21 – 50 lbs.	Occasionally (1%-33%)	21 – 50 lbs.	Occasionally (1%-33%)
51 – 100 lbs.	Occasionally (1%-33%)	51 – 100 lbs.	Occasionally (1%-33%)
100+ lbs.	Occasionally (1%-33%)	100+ lbs.	Occasionally (1%-33%)

Working conditions

CONDITION	FREQUENCY	CONDITION	FREQUENCY
Dust	Occasionally (1%-33%)	Chemical Agents	Occasionally (1%-33%)
Excessive Heat	Occasionally (1%-33%)	Fumes, Odors	Occasionally (1%-33%)
Excessive Cold	Occasionally (1%-33%)	Solvents, Petroleum Products	Occasionally (1%-33%)
Noise	Occasionally (1%-33%)	Others Specify:	N/A
Vibration	Occasionally (1%-33%)	Others Specify:	N/A

Job specific conditions/demands

CONDITIONS/DEMANDS	FREQUENCY	CONDITIONS/DEMANDS	FREQUENCY
Driving – Vehicle/Equipment	Occasionally (1%-33%)	Power Tools/Equipment	Occasionally (1%-33%)
Indoors	Constantly (67%-100%)	Hearing	Occasionally (1%-33%)
Outdoors	Occasionally (1%-33%)	Talking	Occasionally (1%-33%)

Approved by:	Chief Financial Officer
Date reviewed:	09/08/2026

Employee signature below constitutes employee's understanding of the requirements and essential functions of the position. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is subject to change at any time and doesn't constitute a contract of employment. Company may exercise its employment-at-will rights at any time.

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