Position Objective and Responsibilities
Job Title: Grain Superintendent

Reports To: Grain Merchandiser, Grain Division Manager

Position Objective

To sample and accurately grade all incoming and outgoing grain to assure accurate pricing and to bin and maintain quality of grain while in storage 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 elevator operator's responsibilities involve grain handling, pricing, safety and maintenance, service, and other duties as assigned by management.
The elevator operator will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Grain Handling

Grain handling involves handling incoming, binned, and outgoing grain; maintaining the quality of grains; blending grains; and providing grain drying services.

Handle incoming, binned, and outgoing grain
1. Bin grain to maintain condition and in anticipation of handling, blending, and loading out shipments
2. Make efficient use of storage space available
3. Weigh incoming grain as needed
4. Prepare containers for loading out of grain to minimize later loss claims

Maintain grain quality
1. Make periodic inspections of all stored grain
2. Turn grain as necessary
3. Make recommendations to the general manager when necessary to improve the grain handling operation and to provide better service and prices for customers

Blend grains
1. Blend all grains as necessary when shipping out to achieve maximum grade and resultant price for the cooperative and its customers

Provide grain drying services
1. Grade and test grain appropriately before and after grain drying operation
2. Report grades to office so that accurate service charges may be calculated

Pricing

The elevator will maintain accurate pricing by accomplishing the following:
1. Sample and place an inspection grade on all incoming and outgoing grain shipments as a basis for accurate pricing
2. Report grades to office so that accurate service charges may be calculated

3. Report quality by grade and quantity of grain going into storage to the office

Safety and Maintenance

Safety and maintenance involves following safety regulations and maintaining equipment and facilities.
1. Observe OSHA, state, and federal safety regulations
2. Maintain clean and neat facilities
3. Maintain equipment and facilities regularly
4. Maintain housekeeping and sanitation standards

Service

Service involves providing customer service that will result in greater sales.
1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Assist customers with unloading and loading
3. Promptly and courteously answer the phone
4. Work with customers to resolve problems and report complaints to your supervisor
5. Suggest other items for purchase, when appropriate
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and cooperative meetings as requested
8. Bill accurately and clearly communicate details of delivery
9. Wear a clean uniform and be neat
10. Lose no customers due to the quality of service provided by the department

Other Duties

The elevator operator will uphold cooperative policies, perform other duties as assigned by management, including having a valid CDL (or the ability to get), to drive the feed truck, be able to climb the elevator to do repair and maintenance.
Uphold cooperative policies
1. Uphold all cooperative policies
Perform other duties as assigned by management
1. Perform duties as requested by management
    Enforce and uphold the cooperative's credit policy
1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current