

Position Objective and Responsibilities

Position Title: Location Supervisor

Reports To: Operations Manager

Position Objective

To direct, promote, and coordinate operations 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 location supervisor's responsibilities involve supervision, profitability, reporting, purchasing, inventory, service, maintenance, and other duties as assigned by the operations manager.

The location supervisor will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Supervision

Supervision involves communicating location and company goals and results to employees, staffing the department and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

Establish and communicate branch goals and results to employees

1. Establish branch goals with assistance from the operations manager
2. Conduct branch planning and update meetings

Staff branch and delegate work load to meet market requirements

1. Establish and update job descriptions for all positions within the branch
2. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
3. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

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Actively support employee growth

1. Schedule and supervise orientation for new branch employees
2. Update employees regularly on company information
3. Identify in writing annually training needed for individual employees
4. Discuss performance annually with each branch employee
5. Complete and administer a yearly merit review with each branch employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

Uphold cooperative policies

1. Uphold all cooperative policies
2. Ensure that branch facilities and equipment meet all federal, state, and OSHA regulations
3. Inform all customers of safe product handling
4. Develop and update a regular maintenance schedule for branch facility and equipment

Marketing

Support the marketing efforts of all divisions within Northern Partners at all times.

Profitability and Sales

Profitability and sales involves establishing and achieving branch profitability goals and increasing the branch's market share through regular support of sales efforts and by operating the branch efficiently and professionally.

Reporting

Reporting involves submitting all required operational reports to management within the time limits stated below.

1. Submit daily invoices and sales recaps to management daily with no errors or discrepancies
2. Turn in all product receipts and supporting materials to management daily

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3. Submit monthly reports to management by the guidelines established. Monthly reports should include the following:
 - Inventory recap
 - Safety documentation required
 - Facility and equipment maintenance recap
 - Review outstanding customer reports including credit, complaints, and requests

Purchasing

Purchasing involves purchasing products for use at the facility.

1. Purchase products of quality that will result in a minimum of additional maintenance or repair
2. Ensure the costs of products are within predetermined guidelines
3. Make purchases from outside the cooperative system only if they provide a substantial financial advantage

Inventory

Inventory involves managing inventory levels.

1. Develop and maintain a system for monitoring and controlling inventory levels that results in minimal shrinkage
2. Supervise checking of all in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
3. Strive to get “positive shrink” on grain and nutrient commodities
4. Clear out obsolete inventories annually
5. Maintain a fiscal year-end inventory
6. Resolve discrepancies in inventory report forms in a timely fashion.

Service

Service involves providing and promoting the service necessary to meet the location’s goals.

1. Have equipment in excellent operating condition by the beginning of each season
2. Handle claims and complaints promptly

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3. Maintain customer relations
4. Supervise quality control to assure maintenance of product specifications
5. Ensure no customer has improperly maintained equipment
6. Ensure all services provided assist in achieving location profitability and customer satisfaction
7. 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
8. Lose no customers due to services provided by the location

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Lose no customer due to unsatisfactory equipment performance

Other Duties

The branch manager will perform other duties as assigned by the general manager and will enforce and uphold the cooperative's credit policy.

Perform other duties as assigned by the operations manager

1. Perform duties as requested by the operations manager

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

Position Qualifications

1. Thorough understanding of grain handling and grain operations, minimum of 3 years grain handling experience
2. Solid leadership and communication skills, the ability to lead location staff in a common direction
3. Integrity
4. Exposure and understanding of agronomy operations a plus
5. Grain origination experience a plus but not a necessity
6. Ability to work with operations manager and grain marketing staff to efficiently schedule and complete grain receiving and delivery
7. Ability to work with agronomy account managers to efficiently schedule and complete fertilizer and crop protection product applications and deliveries

WORKING CONDITIONS

May be exposed to dust, noise, heat, cold, ag chemicals and vapors, and moving machinery on occasion as part of this position.

Human Resource Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the

Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.