

Job Description – Feed Order Writer

Reports to: Feed Controller **Status:** Full Time Non-Exempt

Overall Job Function: The Feed Order Writer assists in managing the business of the feed office, creates work orders for feed manufacturing, answers and directs phone calls all while striving to meet the demands of the customer.

Essential Job Functions:

Takes feed orders from customers and directs calls as needed.

Assists customers with various needs, such as; counter sales, animal health questions, complaints and solutions.

Completes work orders on FMS system with all necessary information and reviews for accuracy.

Prints off work orders and attaches drug feed tag along with copy order, if applicable.

Creates feed budget by obtaining weight and number of head from the customer or sales representative.

Assists with billing and support feed truck drivers – reporting problems to feed department manager.

Assists in other areas of feed division as needed – other duties as assigned.

Secondary Responsibilities:

Strong interpersonal skills.

Knowledgeable on company software and software support.

Ability to handle stressful situations professionally.

Ability to multi-task.

Competencies

Focus on a high level of customer service.

Supports a consistent professional image of the company.

Observes safety policy and procedure.

Attitude of positivity and reacts calmly under pressure.

Work ethic of the highest integrity.

Commitment to dependability and willingness to work to meet goals and deadlines.

Effectively solve problems of feed department.



Education & Experience:

High school diploma or GED.

Prefer experience with customer service / data entry or related field.

Work Environment:

This position is a fast paced office setting. Equipment utilized will be computers, phone, fax, copy machine and other standard office equipment. Typical office hours are Monday to Friday 7am-5pm; weekend, holiday and evening hours as needed by customer demand. Position will occasionally be exposed to elements, loud noises and agricultural equipment.

Physical Demands:

While performing job functions the employee will be required to talk and hear most of the time. The employee will spend frequent intervals moving and sitting, while also needing to reach, bend, twist, crawl, crouch, stoop or kneel. The employee will need to be able to lift up to 25 pounds occasionally and 15 pounds frequently. The physicality of this job is low.

***FCS job descriptions are a representation of job requirements knowledge, skills and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.**

After reading the contents of this job description, I understand the responsibilities, requirements and duties expected of me. I realize this document is intended to be an accurate reflection of the position; however, Farmers Cooperative Society reserves the right to revise, add or eliminate job functions and duties as conditions warrant. I also understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek to achieve the company’s goals. I further understand that this job description does not constitute a contract of employment, nor alter my status as an “at-will” employee

Employee Name (please print)

Date

Employee Signature

Date

Supervisors Name (please print)

Date