

Scale Master I

Role: Grading/Weighing & Admin Support to local grain team.

SUMMARY

Core duties are operating the grain scale(s) and the computer systems to ensure the quality of inbound and outbound products. He/She will also provide support for the grain buyers at the location. The successful candidate will have excellent organizational, multi-tasking, and interpersonal skills; the ability to communicate effectively; the ability to enter data accurately; provide customer service in a confidential manner; and possess analytical skills. The Scale Master reports to the local Commodity Manager.

ESSENTIAL FUNCTIONS

1. Operate grain scale and promote excellent customer service with external customers/grain haulers at all times.
2. Accurately grade all quality factors of inbound feed stock such as corn, wheat and sorghum.
3. Scale ticket application to contracts.
4. Provide support to Grain Buyers on contract overruns/underfills.
5. Setting up new grain accounts in grain accounting systems.
6. Recognize and develop rapport with customer base.
7. Telephone reception when needed.
8. Grain Buyer support/backup.
9. Have thorough knowledge of receiving/grading procedures.
10. Assist with the accurate billing of hopper cars and unit trains, if applicable.
11. Maintain a clean work area inside and outside of the scale house.
12. Maintain a high level of customer service and friendly atmosphere.
13. Maintain a team environment with all other departments of the bio-refinery and external POET offices at all times.
14. Champion POET in the community.
15. Work in an honest and ethical manner; maintain confidentiality on all business related matters.
16. Other duties as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS/COMPETENCIES

To perform the essential functions of this position successfully, an individual should demonstrate the following competencies:

- Customer service experience preferred with a demonstrated background of success.
- In-depth experience in all aspects of Customer Service and Customer Relations.
- Ability to prioritize in a fast-paced environment.
- Ability to work independently and exercise good business judgment and discretion.
- Knowledge of Microsoft Word, Excel, Outlook and OneNote and the ability and willingness to learn new software applications.
- Excellent organizational skills, communications skills (written & verbal), the ability to multi-task, and most importantly, the ability to work well within a team.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This position requires understanding of company policy, procedures, and values.

Team members will be required to adhere to all safety requirements in all work environments.

Team members must be able to be timely to work and may have to work beyond normal hours at some times. This includes extended hours and occasional weekends during corn shortages/harvest.

This position operates in an office environment 90% of time.

Team member may be exposed to high noise levels and dusty conditions.

In the office, the team member will work on a personal computer while standing or sitting.

The ability to communicate with customers and clients effectively.

Maintain a professional attitude and appearance at all times.

Specific physical requirements include:

- Sitting or Standing approximately 90% of the time while working on a personal computer.
- Occasionally lifting weights of fifty (50) pounds or less.
- General cleaning around scalehouse – broom/shovel.