



**Navajo Agricultural Products Industry (NAPI)  
POSITION DESCRIPTION**

<b>JOB TITLE:</b>	<b>SCALE CLERK</b>	<b>JOB CODE:</b>	
		<b>PAY GRADE:</b>	S
<b>DEPARTMENT:</b>	Scales	<b>PAY STATUS:</b>	Full-Time /Hourly
<b>REPORTS TO:</b>	Scales Manager	<b>REGULAR/SEASONAL:</b>	Seasonal
<b>APPROVED BY:</b>	<i>Brenda E. John</i> , Human Resources Manager	<b>DATE APPROVED:</b>	10/02/2017

**I. POSITION FUNCTION SUMMARY:**

Under direct supervision, the Scale Clerk assures the accuracy of all facets of daily sales, receiving and shipping of NAPI produce and products such as alfalfa hay, corn, small grains, alfalfa pellets and bagged grain and grain mixes. The scale clerk provides exceptional level of customer services and is the primary point of contact between NAPI and its customers.

**II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:**

*The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.*

**General Duties & Responsibilities**

1. Handles cash, debit, and credit card transactions with customers using cash registers.
2. Ensures proper accounting of the products/produce sold at scales locations.
3. Records daily receiving and shipping from inventory and inputs the receiving/shipping of the products.
4. Assists customers in loading products sold directly out of the scale house. (i.e. 50 lbs. & 100 lbs. sacks of Potatoes; 20, 50, and 100 lbs. bags of Beans; and 25 lbs. sacks of Flour).
5. Maintains orderly and clean work areas for the scale house and immediate areas around the scale house.
6. Maintains shipping schedules and records for the alfalfa hay, corn, and small grains.
7. Becomes knowledgeable of the critical factors of qualities of alfalfa hay, yellow corn, small grains, and mixed feeds.
8. Delivers products to customers using NAPI trucks while adhering to NAPI motor vehicle policy and procedures.
9. Assures and maintains an exceptional level of customer service to reflect the growing prominence of NAPI and its Navajo Pride products.

10. Coordinates and cooperates with the accounting department respective of the daily sales and shipping records.
11. Coordinates and cooperates with the respective crop managers in the harvest reports/schedule and shipping.

**Other**

12. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
13. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
14. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis. Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
15. Complies with all applicable environmental health and safety policies, procedures and work rules, giving maximum effort to performing job functions in a manner that protects the health and safety of the incumbent, co-workers, and the general public.
16. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

**III. POSITION AUTHORITIES AND ACCOUNTABILITIES:**

**General:**

Position has low to no level of line responsibility and very limited authority to make independent decisions over an assigned department or function.

**Budgetary & Financial Resources Accountability:**

Position has no accountability for budgetary or financial decisions, and decisions will have no impact on resource utilization or budget within NAPI.

**Equipment/Material Management & Accountability:**

Position has a minimal level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; no authority and accountability for purchase within strict policy guidelines may be present.

**Confidential and Sensitive Information:**

- Incumbent has limited access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has limited access to personal and professional data regarding customers, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

**Independence of Action; Supervision Received:**

The Scale Clerk works under direct supervision of the Scales Manager. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

**Supervision Exercised:**

The Scale Clerk is responsible for own work, and has no supervisory authority or responsibility, although the Scale Clerk may have functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Supervisor.

**IV. POSITION QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:**

***Required:***

- High School Diploma, GED, or High School Equivalence.
- Some functions require certifications and training which will be provided by NAPI.

***Preferred:***

- Degree in Accounting
- Prior experience in clerical, cashier, and customer service or agricultural business.

***Substitution:***

- Education and training can be substituted for work experience.

**Navajo Preference:**

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NPEA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

**Language Requirements:**

***Required:***

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

***Preferred:***

Bi-lingual (English/Navajo)

**Shared Responsibilities:**

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.

- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

### **Core Competencies:**

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.
- **Initiative:** Taking ownership of our work, doing what is needed without being asked, following through
- **Efficiency and Continuous Improvement:** Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- **Coachability:** Being receptive to feedback, willing to learn, embracing continuous improvement
- **Team Player:** able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.
- **Self-Management:** Skill in managing one's own time, being self-directed, able to work in a changing, stressful, fast-paced and varied work environment; must be detail-oriented and thorough in completing tasks, and persistent in the face of obstacles.

### **Knowledge, Skills and Abilities:**

The Scale Clerk must be able to perform each essential duty and other job responsibilities satisfactorily, using job related knowledge, skills, and/or abilities needed to perform this job successfully.

- Knowledge of grain and alfalfa grades and standards to meet market acceptability.
- Knowledge in hand signals to help trucks navigate on/off the scales.
- Ability to display good customer relations and to effectively communicate with all segments of the NAPI operations.
- Ability to perform with minimal supervision .
- Ability to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to willing to take on responsibilities and challenges.
- Ability of being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Ability to establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to be persistence in the face of obstacles.
- Ability to be reliable, responsible, dependent, and fulfilling obligations.
- Ability to work a diverse schedule.
- Ability to demonstrate safety consciousness and awareness at all times.

- Ability to keep records and write legibly.
- Ability to perform minor equipment maintenance.

**Certification, Licenses and Registrations:**

- Must have and maintain a current New Mexico or Arizona driver’s license (preferably by New Mexico) must have and maintain an NAPI-insurable driving record, and may be required to provide proof of current liability insurance meeting or exceeding State-required minimum coverages.

**Training Requirements:**

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.
- First Aid, CPR, and Defensive Driving Course (every 2 years).
- Global GAP training in such areas as quality control, quality assurance, food safety, and other related work in an agricultural setting.

**Tools and Equipment Used (varies by job assignment):**

- Standard office equipment, including desktop computer and standard MS-Office applications
- Must be able to operate a two-way radio.

**Other:**

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI’s Non-disclosure agreement.

**V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS**

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent’s employment file.

**Physical Effort and Demand:**

- Significant physical demand is required to perform the work; an employee in this position frequently stands, walks, kneels, squats, crawls, twists, and climbs.
- Significant physical demand is required to perform the work; an employee in this position frequently lifts a minimum of 50 pounds.
- Significant physical demand is required to perform the work; an employee in this position frequently using hands to finger, handle or feel, reach with hands and arms.

**Visual Acuity, Hearing, Speaking, Manual Dexterity:**

- Must have visual acuity and manual dexterity to perform timely and accurate data entry;
- Must be able to make individual, small group, and large group presentations as required by position

**Mental Demand:**

- Effective performance requires continual thinking and attention to work/detail demanded by the essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

**Environment/Working Conditions:**

- Little to some hazardous conditions exists in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Above average amount of negative psychological factors; these factors must be addressed and considered in the performance of duties and have potential for a negative impact on job incumbents.
- Little to moderate exposure to noise level in the work environment may be loud, depending on department job assignments.

**Continued on next page.**

**VI. EMPLOYEE ACCEPTANCE:**

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

	I acknowledge that I have been given access to a print and/or electronic copy of the NAPI Employee Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
	I understand that neither the Board of Trustees nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

**Accepted and Acknowledged by:**

\_\_\_\_\_ *Employee Signature* \_\_\_\_\_ *Date*

\_\_\_\_\_ *Print Employee Name*

**Witnessed by:**

\_\_\_\_\_ *NAPI Representative Signature* \_\_\_\_\_ *Date*

\_\_\_\_\_ *Print NAPI Representative Name and Job Title*