



NAVAJO AGRICULTURAL PRODUCTS INDUSTRY (NAPI)  
**POSITION DESCRIPTION**

<b>JOB TITLE:</b>	<b>TECHNICAL SERVICES MANAGER</b>	<b>JOB CODE:</b>	
		<b>PAY GRADE:</b>	MN
<b>DEPARTMENT:</b>	Technical Services	<b>PAY STATUS:</b>	Salaried
<b>REPORTS TO:</b>	Operations & Maintenance Manager	<b>REGULAR/SEASONAL:</b>	Regular, FT
<b>APPROVED BY:</b>	<i>Bulah Q. John</i> , Human Resources Manager	<b>DATE APPROVED:</b>	12/23/2019

**I. POSITION FUNCTION SUMMARY:**

Under the direction of the Operations & Maintenance Manager, the Technical Services Manager plans, design, and coordinates construction of farming development projects for Navajo Agricultural Products Industry.

**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. Develop deliverables related to project initiation including feasibility studies, risk assessment, project proposals, resource management, project scheduling, and quality control procedures.
2. Monitor project progress, deliverables, quality control, and customer service. Report status to management and identify and resolve risks that impact project completion. Manage time and budget, initiate action to identify and resolve problems, and ensure goals are met. Coordinates planning, development, testing, documentation, and installation of project to ensure timely deliverables, project success and quality.
3. Adjusts resources as necessary to ensure project success and completion. Provide work direction and feedback to all team members. Provide guidance to team members on administrative and technical problems. Providing customer service by developing team behaviors and empowering team members to plan and execute work. Assist in staffing activities related to project.
4. Develop processes as necessary to ensure critical projects are completed; provide expertise in identifying appropriate methodologies for large-scale development efforts.
5. Coordinate and direct entitlement, design construction, and transfer of projects.
6. Consult or negotiate with clients to prepare project specifications.
7. Prepares and explain proposals, reports, and findings to clients and management.
8. Direct, review, and approve design, budgets and schedules.
9. Perform administrative functions such as developing reports, approving expenditures, enforcing policy, and staff development.
10. Prepare budgets, bids, and contracts, and direct the negotiation of contracts.
11. Perform administrative functions on routine and major preventative maintenance of heavy equipment fleet.
12. Confer with management (Executive/Department/Crop) to discuss project specifications, updates, procedures and other relevant information on a consistent and timely basis.
13. Review and recommend sub-contracts and cost estimates, scopes of work, and budgets.
14. Coordinate and assist in the planning, design, and installation of irrigation systems.

15. Maintain consistent communication with the Irrigation and Operations & Maintenance Manager concerning Irrigation components.
16. Develop and Implement Radio Telemetry unit in setting, monitoring, and programming systems to communicate with Base Station.

#### Supervisory Duties and Responsibilities

17. Manages and supervises the work unit in keeping with applicable laws and regulations; and NAPI's policies, guidelines, and Navajo affirmative action policies.
18. Leads, directs and supervises reporting personnel including work procedures, workloads and work schedules by directing the workflow in such a manner as to promote productive efficiency of employees.
19. Identifies the developmental needs of employees in department and coaches, mentors, trains, or otherwise helps others to improve their knowledge or skills.
20. Manages performance of assigned direct reports and others in the work unit; conducts employee performance reviews for assigned staff, properly documents corrective action, performance improvement plans, and disciplinary actions, and salary adjustments in accordance with NAPI policy.
21. Ensures a safe working environment, and oversees compliance with applicable OSHA and other laws, regulations, and work rules concerning environmental safety and health by employees; assists with accident/injury investigations as directed by the Safety or HR department.
22. Establishes an effective flow of communication and information to ensure that problems can be responsibly solved and that support is provided to the staff as needed.
23. Observes, receives, and otherwise obtains information from all relevant sources as well as handling complaints, settling disputes and resolving conflicts or otherwise negotiating with others, and prepares reports of findings, in accordance with NAPI Policies & Procedures.

#### Other

24. 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.
25. 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.
26. 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.
27. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

### **III. POSITION AUTHORITIES AND ACCOUNTABILITIES:**

#### General:

Position has a high level of line responsibility and high-level authority to make independent decisions over an assigned department or function. A person in this position has a high level of responsibility for a key operation or function.

#### Results of Action:

Decisions will have a high degree of impact on operations or services. Errors may result in significant disruption of operations or services or damage to operational activities. Errors in accuracy, judgment, tact or communication could result in a loss of productivity, and a significant loss of credibility and potential income for the organization. Failure to establish and monitor work schedules for the Department will result in an inability to meet deadlines and will delay the completion of records and other projects.

#### Budgetary & Financial Resources Accountability:

Position has high level of accountability for budgetary or financial decisions, and decisions will have a high degree impact on resource utilization within NAPI; responsible for a moderate level of impact on an operating budget for the Department;

#### Equipment/Material Management & Accountability:

Position has a high level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; minimal authority and accountability for purchase within strict policy guidelines may be present.

#### Confidential and Sensitive Information:

- Incumbent has a high level of 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 a minimal level of access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, 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 Technical Services Manager works under general supervision of the Operations & Maintenance Manager. Employee performs high level, complex management work, and performs a high level of analysis and problem-solving with a high degree of independence and discretion.

#### Supervision Exercised:

The Technical Services Manager has supervisory authority over all assigned staff, with proper delegation to other supervisors within the department. Determines work procedures, schedules and priorities. In addition to direct supervisory authority of this position, the Technical Services Manager may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Chief Operations Officer.

### **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:*

- Bachelor's degree from an accredited four-year college or university in Construction Management, Civil Engineering, Mechanical Engineering, or directly related discipline.
- Five (5) years progressive experience in Construction Management, design management, project management in a complex business environment.
- Five (5) years supervisory experience in an agricultural environment.

##### *Substitution:*

- Ten (10) years of FLSA exempt-level experience in construction and project management may be substituted for the Bachelor's degree requirement.

### 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 NEPA 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
- Safety: Comply with and actively support all workplace safety policies and practices.
- 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.

#### Knowledge, Skills and Abilities:

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 to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, personnel information systems, and be familiar with the Navajo Preference in Employment Act.
- Knowledge in basic education and training to include principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Knowledge of chemicals, herbicides, and pesticides.
- Knowledge of accounting, budgeting marketing, negotiation.
- Knowledge about proper use of GPS/GIS systems.
- Skill in planning, organizing, directing, and coordinating.
- Skill in leadership, management, and supervision.
- Skill in training, coaching, and developing skills of assigned personnel.
- Skill to read, analyze, and interpret highly complex documents
- Skill in analysis and interpretation of financial data, and in preparation of financial reports, statements and/or projections.
- Skill in active listening as this position communicates with all levels of company employees, board of directors, customers, and local governments.
- Skill in analyzing information and use logic to address work-related issues and problems.
- Skill in self-management; to manage ones own time and the time of others.
- Ability to develop, analyze, and interpret production schedules
- Ability to speak in public.
- Ability to use a computer and computer programs is required.
- Ability to use search engines, data queries, and assimilate printed information.
- Ability to communicate effectively orally and in writing in English. Navajo language is helpful.
- Ability to effectively lead, manage, supervise, coach, motivate, and develop assigned staff.
- Ability to be self-directed, developing one's own way of doing things, guiding oneself with little or no supervision.
- Ability to communicate effectively both orally and in written form information and ideas so other will understand.
- Able to be careful about detail and thorough in completing tasks.
- Ability to be persistent in the face of obstacles and being able to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to be available 24 hours a day 7 days a week to meet deadlines.
- Ability to operate 4X4 Tractor, Row Crop Implements, Potato Processing Equipment, Forklift, and Company Vehicle.

- Ability to identify key policy issues and make recommendations to senior management officials.
- Ability to communicate in writing in order to develop and issue regulations, instructions, policy interpretation and guidelines.
- Ability to examine and re-engineer operations and procedures,
- Ability to formulate policy, and develop and implement new strategies and procedures.
- Ability to lead project teams, to include organizing, prioritizing, and scheduling work assignments.
- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- First Aid, CPR, Defensive Driving Course, HazWoper, and Pesticide Applicator's license.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications
- Famous Accounting Software, Microsoft Software, AutoCAD, Trimble and Project Management Tools
- Must be able to operate a company vehicle and 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:

- None to insignificant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation.

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 Knowledge, Skills and Abilities and 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 no hazardous conditions exist 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.

**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 <b>Employee Policies and Procedures Handbook</b> , 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 Directors 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's Name		

**Witnessed by:**

_____	NAPI Representative Signature	_____	Date
_____	Print NAPI Representative's Name and Job Title		

NOTE: Sections I, II, III, and IV will be outlined according to each position.