



Navajo Agricultural Products Industry (NAPI) POSITION DESCRIPTION

JOB TITLE:	PLANT OPERATIONS MANAGER	JOB CODE:	
		PAY GRADE:	MN
DEPARTMENT:	Various Departments	PAY STATUS:	Full-Time/Salaried
REPORTS TO:	Operations Director	REGULAR/SEASONAL:	Regular
APPROVED BY:	<i>Bentley & John</i> , Human Resources Manager	DATE APPROVED:	6/11/2018

I. POSITION FUNCTION SUMMARY:

Under direct supervision of the Operations Director, the Plant Operations Manager plans, directs, coordinates the work activities and oversees the operation and maintenance of the plant facility, including Bean Plant, Freshpack, Granary and Pellet Mill, to ensure process of quality produce/products, maximize profits and operate within the budget provided.

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.

Management Duties & Responsibilities

1. Plans, establishes, and coordinates work schedules, assignments, and production sequences to meet production goals and accommodate operational hours.
2. Operates packing facility according to worksheet orders coordinated with Operations Director, Sales Coordinators and Scales Department.
3. Demonstrates a working knowledge of Packing Operations and Integrated Sales.
4. Demonstrates the ability to maximize efficiency in Plant Operations in order to reduce downtime.
5. Develops and maintains written operating procedures.
6. Develops and implements departmental budgetary guidelines approved by the Chief Operating Officer, Chief Executive Officer, and NAPI Board of Directors.
7. Reads and analyzes charts, work orders, production schedules, and other records and reports to determine requirements and to evaluate current production estimates and outputs.
8. Reads and applies facility data from Famous Software for inventory inputting and shipping needs.
9. Negotiates the most cost effective process for budgetary items to maximize profit to cost margins.
10. Follows market trends and makes recommendations accordingly.
11. Prepares and submits weekly/monthly progress reports and oversee department files.

12. Demonstrates initiative in achieving departmental goals and communicates effectively with the Operations Director in order to assure goals and objectives are being met.
13. Works collaboratively with Operations Director to assure effective and efficient operations and maximum crop production.
14. Maintains good communication with Operations Director, Crop Managers, Department and Operations Managers Chief Operating Officer, Sales Personnel and fellow personnel with schedules, plans, objectives, goals, and daily operations.
15. Confers with other department supervisors to coordinate operations and activities with or between departments.
16. Attends weekly coordination meetings with Sales and Marketing staff and other departmental staff.
17. Communicates effectively in writing and demonstrates ability to present budget summaries and crop reports in a professional matter to the Board of Directors as requested by the Operations Director.
18. Implements and maintains excellent customer service philosophy with personnel.
19. Maintains a safe working environment and assures that facility is kept clean.

Supervisory Duties and Responsibilities

1. Manages and supervises the work unit in keeping with applicable laws and regulations; and NAPI's policies, guidelines, and Navajo affirmative action policies.
2. 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.
3. Identifies the developmental needs of employees in department and coaches, mentors, trains, or otherwise helps others to improve their knowledge or skills.
4. 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.
5. 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.
6. 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.
7. Observes, receives, and otherwise obtains information from all relevant sources as well as handling complaints, settling disputes and resolving conflicts or otherwise negotiating with
8. others, and prepares reports of findings, in accordance with NAPI Policies & Procedures.

Other

9. 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.
10. 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.
11. 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.

12. 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.
13. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

DEPARTMENT JOB ASSIGNMENTS

This Job Description is intended to be somewhat general in nature with respect to the job family, and as such it does not detail all duties of a particular job assignment. Additional duties, responsibilities, and accountabilities may be assigned to an incumbent in this position depending on the Department Job Assignment.

Bean Plant

1. Maintains and complies with total quality controls according to USDA standards relating to inspection, grading, sorting, handling, and shipments that ensure NAPI's concerns on food safety.
2. Completes Pinto Bean orders given by the sales and marketing staff on a daily basis.

Freshpack

1. Maintains and complies with total quality controls according to USDA standards relating to inspection, grading, sorting, handling, and shipments that ensure NAPI's concerns on food safety.
2. Maintains and complies with total quality controls according to customer standard relating to inspection, grading, sorting, handling, and shipments that ensure NAPI's concerns on food safety.
3. Completes potato orders given by the sales staff on a daily basis.
4. Oversees the operation of the Fresh Pack, plan production schedules, troubleshoot and resolve operational problems.
5. Assists in collecting, compiling, and interpreting data during pre-harvest and post-harvest in determining yields.
6. Maintains total quality control for all aspects of grades packed through the Fresh Pack daily.
7. Manages and coordinates schedules of loading, shipping, and delivery of Fresh Pack products.
8. Coordinates with the scaling operations to assure accuracy of the Bill of Lading, proper data entry into the accounting system software, and working with accounting to keep accurate inventory records.
9. Maintains weekly records and prepares reports on physical inventory of all products stored at the Region one, 371 Storage facilities and other storing facilities.
10. Coordinates with the Organic/Conventional departments to update, determine, and maintain holding temperatures, humidity levels and fumigation needs to deter sprouting issues.

Granary/Pellet Mill

1. Implements and maintains USDA animal feed and grain standards in accordance with test weight, dockage, protein, and sampling techniques.
2. Oversees the operation of the granary and pellet mill, plan production schedules, troubleshoot and resolve operational problems.
3. Assists in collecting, compiling, and interpreting data during harvest in determining yields.
4. Maintains total quality control for all aspects of grain and alfalfa harvest.
5. Maintains an effective storage management system that is in compliance with USDA feed and grain standards.
6. Manages and coordinates schedules of loading, shipping, and delivery of alfalfa hay, grain, and pellet products.

7. Coordinates with the scaling operations to assure accuracy of the Bill of Landing, proper data entry into the accounting system software, and working with accounting to keep accurate inventory records.
8. Maintains weekly records and prepare reports on physical inventory of all products stored at the granary, pellet mill, and hay storage barns facilities.
9. Coordinates with the Agronomy department to update, determine, and maintain rodent control program.

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; high level authority and accountability for purchase within strict policy guidelines may be present.

Confidential and Sensitive Information:

- Incumbent has 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 minimal 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 Plant Operations Manager works under general supervision of the Operations Director. 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 Plant Operations Manager has supervisory authority over all assigned staff, with proper delegation to other employees within the department. Determines work procedures, schedules and priorities. In addition to direct supervisory authority of this position, the Plant Operations

Manager may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Operations Director.

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 Agriculture, Ag Economics, Marketing, Plant Maintenance, Manufacturing, or directly related discipline.
- Three (3) years progressive management experience in Agricultural Business, Marketing, Supply Management, Procurement, Maintenance, Transportation, Packaging, and supervisory experience in an agricultural environment.

Preferred:

- Master's degree from an accredited four-year college or university in Agriculture, Ag Economics, Marketing, Plant Maintenance, Manufacturing, or directly related discipline.

Substitution:

- Education and Training can be substituted for previous 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:

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 raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- 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.
- Skills in negotiation, marketing, and management.
- Skills in providing excellent customer service and diplomacy.
- Ability to understand accounting principles and budget guidelines.
- Ability to plan, direct, organize, and prioritize schedules and tasks.
- Ability to oversee a large number of employees with rotating shifts.

- Ability to communicate information and ideas so other will understand, both verbally and in written form.
- Ability to be an active listener by giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to manage one's own time and the time of others.
- Ability to manage personnel resources by motivating, developing, and directing people as they work, and identifying the best people for the job.
- Ability to analyze information, use logic and reasoning to identify the strengths and weaknesses of alternatives solutions, conclusions or approaches to problems.
- Ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Ability to perform routine maintenance on equipment and determine when and what kind of maintenance is needed.
- Ability to be careful about detail and thorough in completing work tasks.
- Ability to be reliable, responsible, and dependable, and fulfilling obligations.
- Ability to be honest and ethical.
- Ability to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- 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.

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).

Tools and Equipment Used (varies by job assignment):

- Standard office equipment, including desktop computer and standard MS-Office applications.
- Famous Accounting Software
- 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:

- Within normal limits of an inside office position. None to insignificant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation.
- 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.
- Significant physical demand is required to perform the work; an employee in this position frequently lifts a minimum of 50 pounds.

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:

- 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 thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

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 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 Name

Witnessed by:

NAPI Representative Signature *Date*

Print NAPI Representative Name and Job Title