



Navajo Agricultural Products Industry (NAPI) POSITION DESCRIPTION

JOB TITLE:	Scales Manager	JOB CODE:	
		PAY GRADE:	MN
DEPARTMENT:	335 - Scales	PAY STATUS:	Full-Time/Salary
REPORTS TO:	Chief Operating Officer	REGULAR/SEASONAL:	Regular
APPROVED BY:	<i>Boulah & John</i> , Human Resources Manager	DATE APPROVED:	4/12/2017
		DATE REVISED:	4/26/2022

I. POSITION FUNCTION SUMMARY:

Under the direction of the Chief Operating Officer, the Scales Manager provides leadership, guidance and support to the Cashiers/Scale Clerks who record all sales transactions of NAPI products and any NAPI related sales, especially sales at Region II Scale House and Farm Operations Scale (371), supervision of the Laborers and Equipment Operators who load hay for customers at the Region II Yard, management of the Region II Yard and all NAPI-related sales events, i.e., Customer Appreciation event (Potato Bar), local and Navajo Nation Fairs, satellite sales, etc.

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. Manages the daily sales, hay loading operation, schedules, operations of designated areas and works with crop managers to the benefit of the NAPI operations.
2. Maintains appropriate cash handling procedures and internal controls involving all sales transactions; complies with contingency plans for power outages, robbery, etc., as outlined in NAPI's Accounting Policies and Procedures.
3. Maintains daily deposits and petty cash, by securing all monetary assets as they relate to this position.
4. Maintains product inventories efficiently, ensuring that all product deliveries and sales demand are met; coordinates shipping and receiving schedules with Crop Managers as well as inventory placement within the Region II Yard.
5. Understands the quality of products and standards to meet market acceptance; demonstrates excellent customer service and promotes Navajo Pride brand products.
6. Coordinates with Accounting on daily sales, change orders, shipping records, etc., including all end of day discrepancies i.e., overages/shortages.
7. Verifies accuracy of all incoming/outgoing inventory records.

8. Verifies accuracy of all daily paperwork regarding balancing of cash to sales and all reports of sales transactions with the necessary paperwork are delivered to the Accounting department on a daily basis.
9. Reports any issues regarding the security of cash, facilities, personnel etc. immediately to the Chief Operating Officer.
10. Coordinates with Managers on all NAPI-related sales events i.e., Customer Appreciation (Potato Bar), local and Navajo Nation Fairs, satellite sales, etc. including tracking inventory, sales, etc.
11. Maintains an organized scale and Region II yard operation that is clean and neat and provides a welcoming atmosphere for all NAPI customers.
12. Facilitates regularly scheduled meetings with staff to communicate objectives, events, and information to staff.
13. Confers with other Department Managers and/or Supervisors to coordinate operations and activities within or among departments.
14. Maintains accurate Trucking information (annual DOT inspections, Insurance, Licensing, etc.), ensuring compliance with applicable regulations for hauling NAPI commodities.
15. Resolves customer complaints regarding product sales.
16. Develops, implements, maintains and complies with departmental budget.
17. Develop a maintenance schedule to keep truck scales in operational condition to avoid downtime.
18. Seek ways to better promote the scale, the product line and service within the store.
19. Implement cross-training of employees and Assistant Manager to maintain productivity at all times.
20. Ensure the scale remains clean and presentable at all times.
21. Develop business strategies to raise our customers pool, expand store traffic and optimize profitability.
22. Develop a maintenance schedule on all equipment assigned to Scale.

Supervisory Duties and Responsibilities

23. Supervises Cashiers, Scale Clerks and Region II Yard staff to include Laborers and Equipment Operators based on operational demands.
24. Coordinates work schedules, assignments, and training for staff.
25. Oversees the operation of large truck scales used for recording weights and measures at Region II Scale and Farm Operations Scale (371) as it relates to sales and transportation of NAPI products, including "Axel-out" semi-trailers according to the Department of Transportation (DOT) Regulations.
26. Oversees the preparation of receiving tickets or Bill of Lading forms, ensuring that scale clerks/cashiers enter all transactional documentation accurately into Famous/Summit software systems on a daily basis.

Other

27. Performs all functions related to NAPI products sales along with any additional NAPI-related sales as for Navajo Pride products and promotional items as needed.
28. Trains Cashiers in security, cash handling and customer service.
29. Collaborates with Human Resources, Safety, Security, and Accounting in coordinating annual refresher trainings as it relates to the responsibilities of the Scales and Region II Yard.

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 Scales Manager works under general supervision of the Chief Operating Officer. 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 Scales 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 Scales Manager may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Chief Operating 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:***

- Three (3) years supervisory experience in an agricultural or retail environment.

Preferred:

- Bachelor's degree from an accredited four-year college or university in Accounting or Business Administration, or directly related discipline.

Substitution:

- Five (5) yrs. progressive experience in agri-business, accounting or business 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 of hiring and firing procedures and regulations.
- Knowledge of personnel practices, time management and negotiation.
- Knowledge of accounting, budgeting marketing, negotiation.
- Skill in budgeting, buying and procuring supply items.
- Skill in promoting various products.
- Skill in planning, organizing, directing, and coordinating.
- Skill in leadership, management, and supervision.
- Skill in assigning, delegating and directing the work of others.
- 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 one's own time and the time of others.
- Skilled at executing and carrying out company directives.
- 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 Company Vehicle.
- 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 and activities of staff.
- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed, to multi-task and work under pressure.

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.
- First Aid, CPR, Defensive Driving Course.

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
- 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.
- This position is not classified as “safety-sensitive.”

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 Employee Policies and Procedures 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