



NAVAJO AGRICULTURAL PRODUCTS INDUSTRY (NAPI)

POSITION DESCRIPTION

JOB TITLE:	SCALES SUPERVISOR	JOB CODE:	
DEPARTMENT:	Sales/Marketing Department	PAY GRADE:	SU
REPORTS TO:	Sales/Marketing Manager	PAY STATUS:	Full Time / Salaried
APPROVED BY:	<i>Bulah & John</i> , Human Resources Manager	REGULAR/SEASONAL:	Regular
		DATE APPROVED:	4/12/2018
		REVISED:	1/18/2023

I. POSITION FUNCTION SUMMARY:

Under the direction of the Sales/Marketing Manager, the Scales Supervisor supervises Cashiers and Scale Clerks and monitors all sales transactions of NAPI products, produce, and promotional items at Region II Scale, Farm Operations Scale (371) and NAPI's related sales events such as Customer Appreciation, Fairs, Satellite Sales, etc. The Scales Supervisor also oversees sales activities to ensure that customers receive satisfactory service and quality products and produce.

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.

Essential Duties & Responsibilities

1. Oversees the daily sales and operations of designated scale locations and works collaboratively with crop and department managers to the benefit of 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 at all times, ensuring all product deliveries and sales demands are met; coordinates shipping and receiving schedules with Crop Managers, including inventory placement within the Region II Yard.
5. Supervises scale employees and creates work schedules, assignments, training, etc.
6. Trains all cashiers and scale clerks with security, cash handling, customer service, annual trainings, etc. Collaborates with Human Resources and/or the Accounting department for training for employees.
7. 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.
8. Coordinates with managers for NAPI related sales events i.e., Customer Appreciation, local and Navajo Nation Fairs, etc. and tracks inventory, sales, etc.
9. Coordinates shipping and receiving schedules as needed with the crop managers.
10. Coordinates with Accounting on daily sales, change orders, shipping records, end of day discrepancies for overages/shortages, etc.
11. Performs all sales functions related to NAPI/Navajo Pride products, product and promotional items as needed.

12. Maintains record of weights, identifies customer, driver and/or truck number, identifies product on a scale ticket.
13. Assists in preparing receiving ticket or Bill of Lading forms and ensures that scale clerk/cashiers enter all transactional documentation into the Famous Software or Summit Software systems daily.
14. Records all sales and receives an exchange in the form of cash, checks, and credit/debit card or on account from customers as those transactions occur.
15. Verifies that all records of incoming and outgoing inventory is accurate to maintain completeness of records.
16. Verifies that all daily paperwork regarding balancing of cash to sales is accurate and all reports of sales transactions with the necessary paperwork are delivered to the Accounting department daily.
17. Reports any issues regarding the security of cash, facilities, personnel, etc., immediately to the Sales/Marketing Manager.
18. Demonstrates excellent customer service and promotes Navajo Pride products and produce.
19. Understands the quality of products and standards to meet market acceptance.
20. Attends inter-departmental staff meetings as required and facilitates regularly scheduled meetings with staff to communicate objectives, events, and information to staff.
21. Maintains and ensures a clean and neat organized scale house and/or area to provide a welcoming atmosphere to NAPI customers.
22. Supports all NAPI employees in a team effort.

Supervisory Duties & Responsibilities

23. Supervises, coordinates and reviews all activities of NAPI's daily sales transactions, and other assigned scales processes.
24. 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.
25. Assists with managing performance of assigned direct reports and others in the work unit; assist Scales Manager with conducting employee performance reviews for assigned staff, properly documents corrective action, performance improvement plans, and disciplinary actions, and salary adjustment in accordance with NAPI policy.
26. 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
27. Supervises the work unit in keeping with applicable laws and regulations; and NAPI's policies, guidelines and Navajo affirmative action policies.
28. Establishes and effective flow of communication and information to ensure that problems can be responsibly solved and that support is provided to the staff as needed.

Other

29. 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.
30. 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.
31. 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.
32. 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
33. 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 moderate authority to make independent decisions over an assigned department or function. A person in this position has a regularly takes 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 low 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 minimal 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 Supervisor works under general supervision of the Sales/Marketing Manager. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Supervision Exercised:

The Scales Supervisor 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 Supervisor may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Sales/Marketing Manager.

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 or GED, or High School Equivalences.
- An Associate's degree from an accredited two-year college or university for accounting or business.

Preferred:

- Two (2) years of work experience of supervisory, sales, cash handling and customer service.

Substitution:

- Education/training in agricultural business and management may be substituted for the experience 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 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)
Spanish is helpful

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 accounting procedures and methods, and the ability to apply them to difficult or complex transactions.
- Knowledge of principles and methods for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of laws and regulations pertaining to financial operations.
- Skill in demonstrating, promoting and marketing products.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Skill in monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Ability to be honest and ethical.
- Ability to plan, organize and schedule the activities of staff.
- Ability to lead, oversee and supervise the activities of others.
- Ability to function with minimal supervision, including the potential of working additional hours as needed.
- Ability to speak and deal with the public especially with sales and customer service is required.
- Ability to operate basic office equipment i.e., ten-key calculator, cash register, computer, printer, fax machine, copier and telephone is required.
- Ability to handle money correctly and record basic money transactions.
- Ability to demonstrate good leadership and management skills.
- Ability to take lead, charge, and offer opinions and direction and take on responsibilities and challenges.

- Ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Ability to be reliable, responsible, and dependable, and fulfilling obligations.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to be willing to lead, take charge, and offer opinions and direction.
- Ability to being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Ability to develop one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to analyze information and use logic to address work-related issues and problems.
- Ability to be careful about detail and thorough in completing work tasks.
- Ability to establish and maintain personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to take on responsibilities and challenges.
- Ability to be persistent in the face of obstacles and accept criticism and dealing calmly and effectively with high-stress situations.
- Ability to be creative and think alternatively to develop new ideas for and answers to work-related problems.

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.
- 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, 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
- Must be able to operate a NAPI vehicle and a two-way radio
- Famous Accounting Software
- Summit Software

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;

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.
- 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.

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 hot, cold, wet, humid, or windy conditions caused by weather.
- Little to moderate exposure to conditions such as dust and particles that affect the respiratory system, eyes or, the skin, depending on department job assignments.
- Little to moderate exposure to noise level in the work environment may be loud.

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's Name

Witnessed by:

_____ NAPI Representative Signature Date

_____ Print NAPI Representative's Name and Job Title