



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

JOB TITLE:	<b>Support Services Manager</b>	JOB CODE:		PAY GRADE:	<b>MN</b>
DEPARTMENT:	<b>Farm Support</b>	PAY STATUS:			<b>Full-Time/Salary</b>
REPORTS TO:	<b>Chief Operating Officer</b>	REGULAR/SEASONAL:			<b>Regular</b>
APPROVED BY:	<i>Deborah S. John</i> , Human Resources Manager	DATE APPROVED:			<b>1/23/2018</b>
		DATE REVISED:			<b>1/27/2023</b>

**I. POSITION FUNCTION SUMMARY:**

Under the direction of the Chief Operating Officer, the Support Services Manager provides leadership and management to the farm support and irrigation departments and operations therein. The Support Service Manager directs and coordinates worker activities that include the maintenance, repairing, and fueling of all farm equipment, parts stockroom operation, inventory management and control, farm equipment & fleet management and control, and building maintenance and repair. The Support Services Manager also directly manages and coordinates activities of agricultural irrigation to include repair and service of irrigation systems, pipeline, electrical power service, and radio telemetry; provides irrigation-relevant data such as soil moisture, water application, and operational status to NAPI crop managers and/or water users, directs and manages the irrigation control center and pivot irrigation technicians in day to day operation on the repair and maintenance of irrigation systems.

**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. Develops and implements an efficient and effective repair order and tracking maintenance system to minimize down time on equipment repair and maintenance.
2. Implement and maintain an efficient maintenance shop in an effort to support in-house repairs and minimizing the outsourcing of vehicle and equipment repairs.
3. Manages the development, implementation, and maintenance of preventative maintenance schedules on equipment to minimize down time.
4. Confers with Crop and Department Managers to coordinate operations, equipment use, and activities within or between departments.
5. Coordinates with the Property Manager to administer the replacement of equipment, lease agreements, and the repair to buildings (occupied or non-occupied).
6. Responsible for bidding out repair or maintenance work, as needed, ensuring strict adherence to applicable procurement guidelines and regulations.
7. Directs the maintenance of utility systems to provide continuous supply of electrical power, gas, heating, and cooling to all buildings.
8. Prepares, submits, and presents daily, weekly, or monthly reports to the Chief Operating Officer, Chief Executive Officer and Board of Directors, as needed.
9. Reviews and recommends replacement of major equipment or infrastructure in a timely manner.
10. Maintains consistent departmental compliance with record-keeping and audit preparations for DOT

and internal Policy guidelines.

11. Assists with collecting, compiling and interpreting data during harvest on determining equipment needs based on crops.
12. Oversees accurate and concise data entry into the accounting software, ensuring the accuracy for proper invoicing and inventory tracking.
13. Responsible for effectively developing, implementing and maintaining departmental budget.
14. Maintains accurate data/record of daily work order reports and equipment movement and maintenance on a daily, weekly, or monthly basis.
15. Reads or analyzes charts, work orders, production schedules, other records and/or reports to determine production requirements to evaluate production estimates and outputs.
16. Coordinates and establishes work schedules, assignments, and production sequences to meet department goals.
17. Communicates effectively in writing and demonstrates ability to make presentations professionally.
18. Confers with management or staff to resolve worker problems, complaints, or grievances.
19. Assists with and ensures that the departmental staff maintains a safe working environment at all times while meeting company safety procedures and policies.
20. Assists in preparing weekly maintenance schedules and allocate work as per forecasted workloads for each area.
21. Coordinates with supervisors to establish strategies to meet workload demands on time and efficiently.
22. Inspect buildings/facilities regularly to identify problems and necessary maintenance and repair.
23. Conducts follow-ups on all maintenance and repair work with the supervisors/foremen.
24. Assign duties such as repair and maintenance of irrigation systems to ensure the highest quality of crops or plants.
25. Ensure the warehouse operations is monitoring the inventory control of the parts.
26. Ensure the Base Station control center is operating in accordance with the water order requests.
27. Observe workers to detect inefficient and unsafe work procedures or to identify problems, initiating corrective action as necessary.
28. Review employees' work to evaluate quality and quantity.
29. Prepare and maintain time and payroll reports, as well as details of personnel actions such as performance evaluations, hires, promotions, and disciplinary actions.
30. Prepare reports regarding irrigation status, machinery breakdowns, or labor problems.
31. Requisition and purchase supplies such as machine parts or lubricants, and tools.
32. Estimate labor requirements for jobs, and plan work schedules accordingly.
33. Direct or assist with the adjustment and repair of irrigation equipment and machinery.

### **Supervisory Duties and Responsibilities**

34. Manages and supervises the work unit in keeping with applicable laws and regulations, and NAPI's policies, guidelines, and Navajo affirmative action policies
35. Leads, directs, and supervises reporting personnel including work procedures, workloads and work schedules for directing the workflow in such a manner as to promote productive efficiency of employees.
36. Identifies the developmental needs of employees in department and coaches, mentors, trains, or otherwise helps others to improve their knowledge and skills.
37. 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.
38. 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.
39. 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.

40. 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**

41. 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.
42. 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.
43. 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.
44. 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 Support Services 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 Support 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 Support Service 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:***

- Bachelor's degree from an accredited four-year college or university in Business, Management, Operations Management, Agriculture, Agricultural Engineering, Instrumentation and Controls, or directly related discipline.
- Five (5) years progressive experience in agri-business, instrumentation and controls, Civil/Mechanical Engineering, or Resource Management;
- Three (3) years progressive experience in management of vehicle fleet and maintenance, electrical, HAVAC and Welding work, or directly related to management.

***Preferred:***

- Master's degree from an accredited four-year college or university in Business, Management, Operations Management, Agricultural Engineering, or directly related discipline.

***Substitution:***

- Five (5) years of FLSA exempt-level experience in agricultural business and 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 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.
- **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 basic mechanics, welding, electrical and plumbing principles.
- Knowledge of general and fund accounting and business practices to effectively manage budgets.
- Knowledge in electrical, mechanical, and minor construction of buildings and equipment.
- Knowledge welding techniques in fabrication and cutting metal.
- Knowledge in equipment use, including forklift, welding equipment, pneumatic, power, and hand tools.
- Knowledge in farm equipment, to include use, maintenance, and repair.
- Knowledge in obtaining, communicating, and awarding bids for outside services.
- 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 familiarity 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 program planning and implementation.
- Knowledge of project control and estimating techniques.
- Knowledge of chemicals, herbicides, and pesticides.
- Knowledge of accounting, budgeting marketing, negotiation.
- Knowledge about proper use of GPS/GIS systems.
- Knowledge of irrigation systems and maintenance of such 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 one's own time and the time of others.
- Skill in identifying and naming engine and chassis parts when placing orders.
- Ability to develop, defend, implement and maintain departmental budget.
- Ability to develop and implement operational goals and objectives.
- Ability to track, record, and control maintenance of all equipment.
- Ability to perform CAD drafting, read blueprints and schematics.
- 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 lead project teams, to include organizing, prioritizing, and scheduling work assignments.
- Ability to effectively lead, manage, supervise, coach, motivate, and develop assigned staff.
- Ability to develop skills and abilities of direct reports to improve individual and team performance.
- Ability to listen perceptively and convey awareness.
- 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 thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.
- Must possess fundamental knowledge on diesel and gasoline equipment.

#### **Certification, Licenses and Registrations:**

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain a 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 (every 2 years).

**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.
- Sage Intacct 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:**

- Significant physical demand is required to perform the work; an employee in this position frequently stands, walks, kneels, squats, crawls, twists, and climbs.

**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:**

- Above average hazardous conditions exist in the work environment. The work environment is frequently subject to outdoor climate; 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.

**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