
Scale Operator



DIVISION: Grain
REPORTS TO: CSR

EMPLOYEE:
STATUS: Part Time/Non-Exempt

PURPOSE AND SUMMARY STATEMENT

Under the direction of the CSR/CSR Manager, this role will primarily focus on the operations of the scale. Primary duties include accurate and complete information on inbound, outbound and transfer tickets, management of errors and/or adjustments to tickets, management of load out tickets, communication to settlement, origination and operations staff and general customer service at the elevator. This role will also assist the operations manager and office staff with filing, reporting and other duties as assigned.

ESSENTIAL JOB FUNCTIONS

Assist in creating a positive work environment with encouraging and respectful interactions that promotes a consistent message of leadership, teamwork, profitability, and competitiveness.

Position will operate all aspects of the scale including inbound/outbound/transfer, weights and grades, proper account selection for customers, transfer locations and/or direct locations, inbound and outbound freight rates/charges and proper selection of hauler account.

Perform duties related to customer/cash load out tickets including invoicing.

Communication with settlement, origination and operations staff regarding information collected at the scale, and weight/grade information in a timely fashion.

Basic customer service and communication including answering phones when other office staff is occupied assisting customers, communication to customers regarding elevator hours and ticket information.

Demonstrates the aptitude and proficiency to learn and fully utilize the Scale System with the ability to generate relevant reports and manage ticket processes from start to finish.

Scale processes in relation to containers, including but not limited to recording proper container information and assisting with paperwork when applicable.

Assist Operations Manager, CSR Manager, CSR staff and other elevator office staff with filing, reporting, tidiness of scale operation area and other duties as time allows.

Proficient in all aspects of the Scale Operators / CSR responsibility checklist attached.

Maintains a clean and professional appearance and provides courteous, timely and professional customer service.

Attends all required meetings and training programs.

Performs other related duties as assigned.

REQUIREMENTS

Education and Experience

Proven computer skills as well as a track record of working effectively with customers is required.

Prefer knowledge of cooperative philosophies and principles.

Other Requirements

Must have and maintain a valid driver's license, have the ability to work independently, and travel when necessary.

Must be able to work hours beyond those considered normal when necessary.