



| Northern Partners Cooperative Position Description | | | |
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| Position Title: | Refined Fuels Delivery Specialist | | |
| Position Grade Level: | | FLSA: | Non-Exempt |
| Division/Department: | Energy | | |
| Location: | Eastern Region | | |
| Reports To (Title Only): | Director of Energy | | |
| Date of Original Position Description: | 07/2016 | | |
| Date of Revision: | 12/20/2016 | | |
| Is this Position (Check One): <i>Double-click gray check box & select "checked" as the default value in the dialog box for the one you choose</i> | | | |
| <input type="checkbox"/> New Position | | | |
| <input checked="" type="checkbox"/> Updated Position | | | |
| A. Position Summary: Describes the nature and level of work. | | | |
| The Refined Fuels Delivery Specialist will market, sell, and distribute bulk petroleum products in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service. | | | |
| B. Essential Functions: These are the duties that are essential to why the Position exists. Each duty must take at least 10% of an incumbent's time to be considered essential. Duties that take less than 10% of time should be included in Section C (Other Duties). | | | |
| 1. | Customer Growth and Retention: Exhibit a professional image and maintain a positive and respectful attitude that reflects back on Northern Partners Cooperative. Build relationships with farmers to gain trust and long-term pledges with Northern Partners Cooperative. Resolve any customer complaints or work with management on solution in a timely manner. Inform Director of Energy of any potential problems or new business opportunities. Work with Director of Energy to establish yearly sales and gross margin goals as well as the implementation of marketing plan. (25%) | | |
| 2. | Safety: Maintains a safe working environment and promotes safety amongst customers and employees. If any unsafe working conditions arise, notify Director of Energy and/or Safety Director immediately. (20%) | | |
| 3. | Customer Service: Maintain a positive culture for both staff and patrons. Greet customers in a friendly and courteous manner, thank them for their business. Lose no customers due to careless performance or services provided. (20%) | | |
| 4. | Sales Expertise: Make proper recommendations of products sold, as well as know the | | |

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| <p>resources to further expand knowledge. Attend product updates and service training sessions as suggested by Director of Energy. Develop and maintain an efficient routing system. Develop and maintain an organized and efficient loading and unloading system. (15%)</p> <p>5. Record Keeping: Accurate record keeping of all sales, purchasing, and energy transactions. Provide Director of Energy with periodic reports on current competitors' strategies. Follow all proper procedures as instructed by management. (15%)</p> |
| <p>C. Other Duties: If applicable, list those duties that take at least 5% but less than 10% of the incumbent's time, and include % of time as above.</p> |
| <ul style="list-style-type: none"> • Other duties as assigned. (5%) |
| <p>D. Supervisory Responsibility: For Positions with supervisory responsibility, an Organizational Chart, with incumbent TITLES indicating direct and indirect supervision may be used in lieu of listing employee Position titles below.</p> |
| <p>Does this Position have supervisory responsibility? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> |
| <p>E. Supervision Required:</p> |
| <p><input checked="" type="checkbox"/> Direct Supervision – work is closely reviewed and procedures are established, work is of a routine nature.</p> |
| <p><input type="checkbox"/> General Supervision – work is assigned with intermittent review necessitating the use of independent judgment in choosing work methods and performing Position duties without close review.</p> |
| <p><input type="checkbox"/> Minimal Supervision – work is often established by the incumbent and procedures are prioritized by individual in order to accomplish complex goals and tasks. There is relatively little routine work and decision-making is required.</p> |
| <p><input type="checkbox"/> Self-Directed – very complex duties require complex problem solving and high level authority delegated with review on a quarterly or annual basis determined by organizational goals and strategies driven by the mission. Duties are almost totally non-recurring.</p> |
| <p>F. Education: List the <u>minimum level</u> of education required to perform the work at the entry level of the Position.</p> |
| <ul style="list-style-type: none"> • High School Diploma or equivalent is required • Maintain a valid commercial driver's license at all times; Class B CDL with HAZMAT, air break, and tanker endorsement: shall never expire during employment with Northern Partners Cooperative |
| <p>G. Experience: List the minimum amount of experience required to perform the work at the entry level of the Position.</p> |

- Minimum 5 years' experience in energy industry obtained through internships, work experience or family farms
- Experience in an office type setting a plus

H. **Knowledge:** Describe the things that the employee must know (knowledge) to be able to perform the essential functions.

- Knowledge of energy industry
- Knowledge of agricultural industry
- Knowledge of government regulations concerning the handling and storing of grain (OSHA, State, Federal, etc.)
- Remains current on industry developments and trends in area of expertise

I. **Skills:** Describe the things that the employee must be able to do (skills).

- Approachable; puts others at ease, give full attention, shows interest, responds appropriately. Builds relationships both internally and externally through professional and highly developed verbal and written communications.
- Results Oriented: embraces goals and goal setting as a means to a successful career in sales. Self-directed; action oriented; likes a challenge; pursues opportunities; consistently high achieving.
- Ethics and Integrity: Possesses a strong set of core values and beliefs. Identifies and confronts unethical situations. Honest and above reproach. Accepts responsibility for own actions.
- Perseverance/Resilience: Demonstrates persistence; doesn't give up. Recovers quickly from setbacks. Keeps a positive attitude in the face of resistance.

J. **Reasoning Ability:** Describe the things that the employee must analyze (reason or interpret) as a part of their daily work.

- Ability to function independently where appropriate but to recognize when issues escalate and need to be referred to other resources.
- Ability to assess a situation and determine the best course of action (sound, good judgment).

K. **Physical Demands:** Describe the things that the employee must be able to physically manage in performing their Position. Select one from the below list and add any additional information.

- Physically comfortable (office)
- Light effort (stooping/bending)
- Moderate – walking/standing for long periods



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| <input checked="" type="checkbox"/> Considerable physical exertion <input type="checkbox"/> Strenuous – lifting of 75 # or more |
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| Approvals | |
|---|----------------------------------|
| Employee: | |
| Signature: | Date: |
| Manager Approver: Steve Villegas | Title: Director of Energy |
| Signature: | Date: |
| HR Approver: Randi Halbmaier | Title: Human Resources |
| Signature: | Date: |