



## Navajo Agricultural Product Industry Job Description

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Job Title: **Farm Support Service Manager**

Location: **Farm Operation Center**

Work Schedule: **Varied**

Department: **300**

Exemption Status: **Exempt**

Grade: **25**

Salary Range: **\$45,000 to \$85,000**

Reporting Relationship: **This position reports to the Chief Operating Officer.**

### **Summaries of Duties and Responsibilities**

This position was created to provide leadership and management to the farm service center operations, supervising the maintenance, repairing, and fueling of all farm equipment, parts stockroom operation, inventory management and control, and farm equipment management and control pursuant to employment agreement.

### **Shared Responsibilities:**

- Support the mission, vision, and goal of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy.
- Adheres to all company policies and procedures.
- Follow safety guidelines 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 a team environment with other departments.
- Champion NAPI in the community.

### **Primary Duties and Responsibilities:**

#### Essential Functions

1. This position requires organizing plans, directs, and administers the operation of the Farm Support Service center, parts stockroom, fuel trucks and center, and mobile repair trucks.
2. Develops and implements an efficient and effective repair order system and directs the completion of those repairs to minimize equipment down time and minimize cost of repairs.
3. Develops and implements an efficient, timely, and effective equipment maintenance tracking system.
4. Coordinates with crop management to develop and implement the effective use of all farm equipment.
5. Develops and implements an effective just-in-time inventory of



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replacement parts to minimize down time.

6. Coordinates with the Property Supervisor to administer the replacement of equipment, the lease agreements, and the repairs to buildings, occupied or non-occupied. Bids out repair work as needed.
7. Understands electrical, mechanical, and minor construction of physical plant, buildings and equipments.
8. Manage a safe and functional physical plant as directed.
9. Directs the maintenance of utility systems to provide continuous supply of electrical power, gas, heating, and cooling to all buildings.
10. Recommends and supervises contracted repairs to equipment and buildings as directed.
11. Exhibits and trains employees' excellent internal and external customer service.
12. Prepares and submits reports in a timely manner.
13. Prepares and operates within an approved budget.
14. Review, analyze, and report on replacement and major repairs in a timely manner.
15. Completes objectives with little supervision. Maintains a safe working environment.

Performs other related duties and assignments as required.

### **Education, prior work experience, and specialized skills and knowledge:**

- Must be able to meet the requirements of NAPI's Motor Vehicle Operation Policy
- This job requires a High School Diploma (or GED or High School Equivalence).
- Bachelors Degree in Business or Operations Management is required.
- College course work in Agriculture, Business, Civil or Mechanical Engineering, Operations Management, or related field of study is required.
- Certifications in Electrical repairs, Welding, and Automotive repair.
- Valid Drivers License is required, with acceptable driving record. Class A or B CDL is Helpful.
- 3-5 years in operating farm equipment, maintenance and service center, or automotive repair service center. Knowledge or experience in general contracting and project management is helpful. Education/training can be substituted for previous work experience.
- Ability to use a computer proficiently, Windows, Internet Explorer, Microsoft Office XP Professional components as Excel, Word, Power point, Mail-merge, Desktop Publishing software, Digital Graphics, and email programs is required.



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- Ability to use search engines, data queries, and assimilate printed information is required.
- Ability to speak in public is required.
- Ability to use a computer and computer programs is required.
- Must have the ability to communicate effectively orally and in writing in English. Navajo language is helpful.
- Able to operate forklift, Tommy Lift, Pallet Jack, Welding equipment, pneumatic tools, small hand tools, power tools, farm equipment, various sizes of vehicles, office equipment, and two-way radio.
- Able to demonstrate knowledge of automotive and/or tractor repair and operations of farm equipment.
- Able to demonstrate knowledge of heating, ventilation, and air conditioning of buildings.
- Able to develop, defend, and implement a departmental budget.
- Able to develop and implement operational goals and objectives.
- Able to supervise employees in the accomplishment of departmental goals and objectives.
- Able to measure the effectiveness of repairing versus replacement.
- Able to control inventory costs by obtaining bids, ordering JIT inventory, and ordering appropriate aftermarket parts.
- Able to track, record, and control maintenance of all equipment.
- Must be able to effectively communicate the cost effective and efficient needs of equipment of the management team.
- This job requires the incumbent to be able to analyze information and use logic to address work-related issues and problems.
- This job requires developing one's own way of doing things, guiding oneself with little or no supervision.
- This job requires the incumbent to have 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.
- This job requires the incumbent to have 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.
- This job requires the incumbent to be able to manage personnel resources by motivating, developing, and directing people as they work, identifying the best people for the job.
- This job requires being able to manage one's own time and the time of others.



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- This job requires being able to communicate effectively both orally and in written form information and ideas so others will understand.
- This job requires the incumbent to have basic education and training knowledge to include principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- This job requires being reliable, responsible, and dependable, and fulfilling obligations.
- This job requires being careful about detail and thorough in completing tasks.
- This job requires being persistent in the face of obstacles and being able to accept criticism and dealing calmly and effectively with high stress situations.
- This job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- This job requires being open to change (positive or negative) and to considerable variety in the workplace.

### **Physical environment and working conditions:**

This job requires you to work in and out of the office with exposure to heat and cold temperatures.

### **Physical Demands**

Strength	Hearing	Kneeling
Stamina	Visual Acuity	Crouching
Physical Flexibility	Visual Color Perception	Squatting
Reaction Time	Sitting	Crawling
Whole Body Steadiness	Standing	Twisting
Manual Dexterity	Walking	Climbing
Lifting 50# minimum		

### **Business machines and computer software used:**

NAPI vehicle, Personal Computer or Laptop, Windows, Microsoft Office Suite 2010 (Word, Excel, Power Point, Project, & Outlook).



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**Other factors, such as access to confidential information or contact with the public:**

Must read and acknowledge NAPI's Non-disclosure agreement.

I have reviewed the above job description and have an understanding of my job duties. I understand I will be evaluated on each of the duties described above.

\_\_\_\_\_ Employee \_\_\_\_\_ Date

\_\_\_\_\_ Supervisor \_\_\_\_\_ Date