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Newaygo, MI 49337
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Job Description: Scale & Customer/Office Service

Position Summary

Michigan Agricultural Commodities is seeking an individual to fill the full-time Scale & Customer/Office Service role for the Newaygo location. The Newaygo facility is located in a picturesque location right alongside the Muskegon River. MAC is a progressive leader in the grain industry, continually investing in our facilities and employees to expand our footprint across Michigan. The ideal individual for this role will have experience or interest in agricultural office and scale operations, demonstrating a desire to utilize skills to positively impact the company and customers.

Scope of Responsibilities: Perform all scale and grading operations related to receiving and shipping grain. Provide customer service, including handling phone calls and face-to-face interactions with new and existing customers.

Job Requirements:

- **Physical Requirements:** Good physical condition, mobility and the ability to work extended hours are necessary to perform the basic tasks of this position. Good vision and hearing are essential to properly perform these operations. Computer and filing skills are required.
- **Safety:** It is the policy of MAC to provide a safe and healthy workplace. The ability to perform all tasks in a safe manner and in accordance with company policy is essential. All company policies and procedures to be followed.
- **Housekeeping:** Maintain the office area in a clean and presentable manner. Remove clutter and grain dust to promote a better work environment.
- **Scale & Marketing Tasks:**
 - Perform all weighing and grading functions in the scale house. Operate the probe to obtain samples of inbound and outbound trucks. Operate grading equipment. Complete ticket entry into the computer. Transfer grain tickets on a timely basis.
 - Quality control; perform falling number and vomitoxin test on customer and MAC grain.
 - Complete and maintain appropriate documents such as Bills of Lading, Scale Tickets, Counter Invoices, etc.
 - Assist customers in marketing their grain by quoting prices or helping them contact the grain merchants.
- **Customer Service:**
 - Provide exceptional customer service in a friendly business manner.
 - Maintain positive communication with Facility Manager and Merchants to facilitate best possible customer service and team membership.
 - Handle inbound phone calls and face-to-face contact with customers looking up information relative to open contract balances, contract applications, tickets, and other grain accounting information.
- **Operations Assistance:** Communicate scale truck movement with plant personnel.
- General filing, mail and other office duties.
- Develop good understanding of local facility offers to enhance value for both customer and MAC
- Positively represent company and self when interacting with customers and colleagues
- Promote cooperation & communication with fellow employees, customers, and other MAC facilities
- **Other tasks as assigned**

Desired Skills/Competencies

- Must have good computer skills, including Microsoft Word and Excel.
- Demonstrate excellent customer service, good personal skills, and a great attitude.
- Organizational and attention to detail skills.
- Minimum high school degree required, preferred Associates degree in business or agricultural field.
- Required: must be able to pass a comprehensive background check and substance screening.

*This job description should not be construed as an employee contract. Management retains the right to employ-at will.

*Michigan Agricultural Commodities is an equal opportunity employer dedicated to a policy of nondiscrimination in employment on the basis of race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or other group status protected by Federal, State, or local laws.

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