
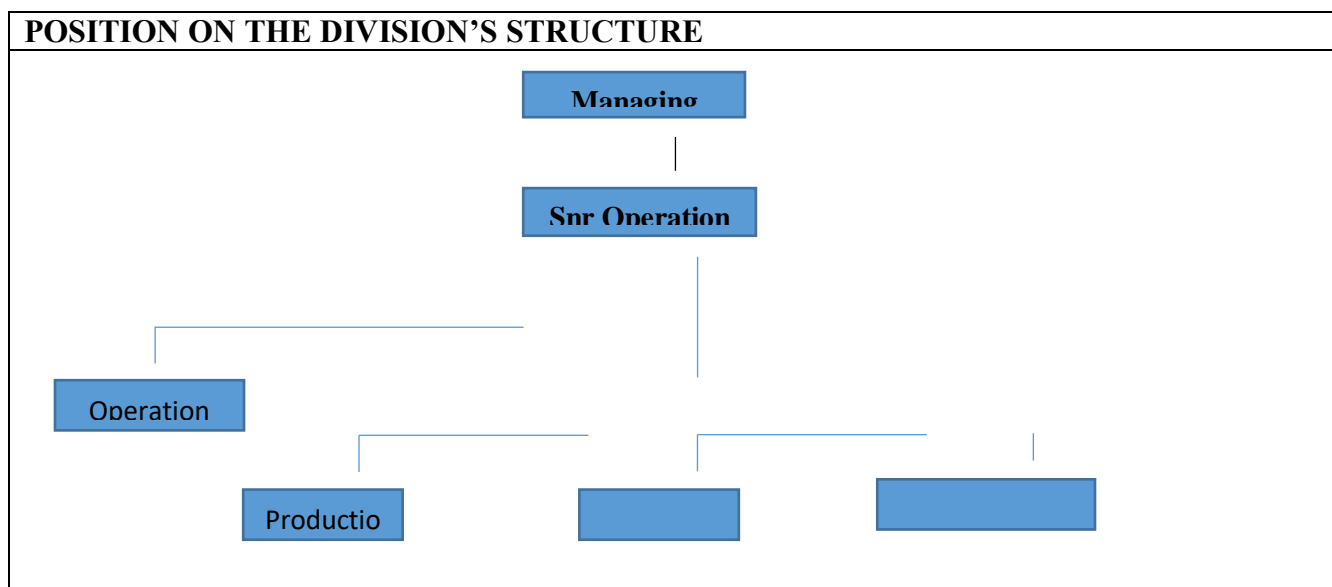


JOB DESCRIPTION FOR/HR/34	EFFECTIVE DATE: 26/03/2018	
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POSITION TITLE:	OPERATIONS OFFICER
GRADE	C4
REPORTING TO:	OPERATION MANAGER, NSFR
DIVISION:	OPERATIONS: NATIONAL STRATEGIC FOOD RESERVES (NSFR)
SUBORDINATE (S):	ASSISTANT AOPERATIONS OFFICER, ASSISTANT ACCOUNTANT, ADMINISTRATIVE ASSISTANT, CASHIER, LABOURER
DATE REVISED:	2023



PURPOSE OF THE POSITION
The incumbent of the position is to perform managerial duties by studying operating cost records and making corrections or suggestions for improvements, offering advice on operations, identifying training requirements, and marketing, coaching, preparing reports and providing information required by management. The core responsibilities are overseeing the milling process and ensuring that the milled products meet customer specifications and all relevant regulations. Production Officer also manage inventory, schedule production, monitor quality, and supervise staff.

PERFORMANCE SPECIFICATIONS	
Key Performance Areas	Key Tasks
1. Mill Operations & Stock Management	<p>1.1 Plan, direct and execute the daily shift milling duties for the shift crew to perform the necessary tasks to operate both machines and equipment efficiently.</p> <p>1.2 Develop and implement production schedules to meet customer demand and optimize efficiency.</p> <p>1.3 Coordinate the mill activities with relevant divisions and units' management</p> <p>1.4. Ensure economic success of the mill operation and able to direct the process to obtain the maximum products (meal/flour) extraction and feed production, as well as obtain the optimum capacity to maximize production</p> <p>1.5 Ensure that sufficient grain stock and logistics are always available for operations to flow smoothly.</p> <p>1.6 Evaluate sieve performance, checking for any sieve defects that may affect meal/flour quality.</p> <p>1.7 Accurate stock control of all raw materials and finished products onsite, budget control for production, transport, and maintenance</p> <p>1.8 Ensure compliance with safety, record keeping, inventory management, and sanitation and quality performance requirements.</p> <p>1.9 Implement set standards and quality control systems designed to ensure continuous maintenance of quality control, quality assurance, ISO standards and food safety management systems</p> <p>1.10 Ensure compliance with the identified codes and regulations as well as set up preventative measures that may halt operations.</p> <p>1.11 Ensure that conformity to all necessary standards relating to food safety, occupational health and safety and employee wellness and other statutory regulations are met.</p> <p>1.12 Conduct inspection, testing, sorting, sampling, or weighs raw or processed products for defects, wear, and deviations from specifications to maintain the standards of all products in the milling facility in order to meet national standards and market specifications.</p> <p>1.13 Analyse by-products streams continuously to monitor mill efficiency.</p> <p>1.14 Monitor and maintain proper maize/mahangu moisture content.</p>

	<p>1.15 Ensure that all safety procedures are adhered to all times</p> <p>1.16 Ensure that documentation is completed for the various points of the operation as required.</p> <p>1.17 Liaise with Logistics unit on transportation of both raw and milled product to and from the milling facility to markets</p> <p>1.18 Make recommendations to improve the production and marketing of the products.</p> <p>1.19 Compiles monthly mill activity report of stock received, milled, and sold</p> <p>1.20 Undertakes any reasonable tasks and duties at the request of other units/divisions or as the operations might dictates</p> <p>1.21 Conduct quality control checks on raw materials and finished products to ensure that they meet food quality and safety standards.</p> <p>1.22 Attends functions and other events as required out of normal office hours.</p>
2. Products Sales and Marketing	<p>2.1 Coordinate the sales and marketing of products with relevant units</p> <p>2.2 Ensure that all sales transactions are recorded accordingly</p> <p>2.3 Ensure that all orders are delivered within a shortest possible time or as required</p> <p>2.4 Ensure that product pricing is reasonable and profitable</p> <p>2.5 Negotiate better prices with customers for bulk orders and depending on market situations</p> <p>2.6 Maintains and develop positive relationships with customers to help achieve sales targets.</p> <p>2.7 Supports the overall marketing objectives of company</p> <p>2.8 Tracks orders, deliveries and communicating any day-to-day operational issues with customers and service providers</p>
3. Staff Management	<p>3.1 Manage and supervise the activities of Assistant Operations Officer, Admin Assistant, Assistant Accountant, Cashier, labourers as well as associated personnel to ensure efficiency and reduce risks</p> <p>3.2 Delegate tasks and responsibilities to the team members</p> <p>3.3 Ensure staff members are provided with applicable trainings and supports required.</p> <p>3.4 Monitor and evaluate the performance of the team members. This includes setting goals, providing feedback, and identifying areas for improvement.</p>

	<p>3.5 Manage conflict and resolve problems within the team. This includes identifying the source of the conflict, mediating between the parties involved, and finding a mutually agreeable solution.</p> <p>managing conflict and resolving problems within their team. This includes identifying the source of the conflict, mediating between the parties involved, and finding a mutually agreeable solution.</p>
4. Machinery Maintenance	<p>4.1 Check the machines functionality daily.</p> <p>4.2 Analyse machines efficiency and make necessary adjustments to keep mill balance in check.</p> <p>4.3 Observe operation of all machines continuously and assure stocks are properly distributed across the entire length of the machines.</p> <p>4.4 Adjust machine settings to optimize mill performance, by making qualitative observations of various stocks to optimize mill performance</p> <p>4.5 Facilitate cleaning in-house equipment and maintenance for efficient performance.</p> <p>4.6 Ensure that all sanitation functions are being timely executed</p>

SPECIFICATIONS FOR THE POSITION	
Minimum Education Requirements <u>Qualifications and subjects</u>	1. A recognized Bachelor's degree in a related field, such as Food Science, Agricultural Science, or Engineering (NQF Level 7);
Minimum Years of Experience Required:	<p>1. Minimum of four (4) years in the milling industry or related setting of which three (3) years are at supervisory level.</p> <p>2. Strong knowledge of the milling process and milling equipment.</p> <p>3. Knowledge of the Namibian agronomic sector.</p> <p>4. Ability to operate milling machinery, equipment and instruments.</p>
Type of Experience:	<p>1. Demonstrate ability to do maintenance of a milling machine.</p> <p>2. Excellent interpersonal, oral and written communication skills.</p> <p>3. Highly organised and systematic, with excellent operation planning and marketing skills.</p> <p>4. Results-oriented and focused.</p>

	5. Ability to supervise staff and solve problems.
	6. Understanding of facility fumigation and disinfection

KNOWLEDGE, SKILLS & ABILITIES	
KNOWLEDGE	
	<ol style="list-style-type: none"> 1. Knowledge of standard pricing method, trading systems, inventory control systems and procedures to include establishing stock levels based on past usage, identifying and location of stock, 2. Knowledge of AMTA policies and procedures pertaining to the receiving, issuing and storing of supplies and equipment as needed to maintain adequate stock levels. 3. Knowledge of professional marketing methods, principles and techniques as needed to develop effective fresh produce marketing strategies for the division. 4. Knowledge of various communication media such as television, radio, newspapers, social media platforms and the internet as needed to determine the most appropriate outlet for the organization's promotional strategies 5. Knowledge of marketing, public information and promotional techniques used in product marketing 6. Knowledge of agronomy production and milling dynamics in Namibia 7. Knowledge of Agronomy, Finance, Quality and standards 8. Knowledge grain, milled products and by-products handling and storage
SKILLS & ABILITIES	
	<ol style="list-style-type: none"> 1. Ability to analyse information 2. Understanding of milling business disciplines 3. Ability to negotiate Prices and deals with customers and retailers 4. Ability to carry out pricing and costing of agricultural commodities 5. Ability to organise thoughts before speaking as needed to ensure that the message being communicated is clearly understood. 6. Ability to use non-verbal language during oral interactions as needed to ensure that non-verbal language is consistent with verbal message. 7. Ability to analyse and evaluate situations and information and determine the most appropriate course of action to include determining where to research the problem, conducting the research to determine the reason for the problem, and using the

facts to determine the action needed to resolve the problem or prevent conflicts.

8. Ability to plan, organize, implement and direct educational and promotional activities, as well as special events.

9. Ability to use resources (human and physical) appropriately for events, programs as needed to ensure that proper amount of personnel, equipment, and other resources are available during events.

10. Ability to Maintain Professional attitude always

11. Ability to use time efficiently as needed to ensure that tasks are completed in timely manner and that deadlines are met.

OFFICE/ FIELD WORK

80% Office work

20% Field work

DEGREE OF SUPERVISION AND WORK CLASSIFICATION

This position is also responsible for initiating activities and/or working cooperatively with AMTA's silo centers, other AMTA regional offices and head office to increase sales and operational support. Additionally, this position is responsible for overseeing the milling facility resources, operations and staff.

APPROVAL (SIGNATURES REQUIRED)

	NAME	SIGNATURE	DATE
Incumbent			
Supervisor			
Manager			

Head of Division			
Managing Director			

Job Description Disclaimer: *The statements included in this document are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.*