

**Job Description**  
**Midwest Dairy Association**

**Job Title**                Program Assistant – Agriculture Affairs and Minnesota Milk (St. Paul)

**Department:**        Shared Services

**Reports To:**          Director, Admin Services and Events

**Date:**                October 2021

**Purpose:**              This position is responsible for providing administrative and clerical support to the Agriculture Affairs (Ag Affairs) team and Minnesota Milk Producers Association (MMPA) to maximize the efficiency and productivity of these positions and achieve successful program results.

**Key Result Areas**

<b>A.</b>	<b>Provide administrative and clerical support to Ag Affairs Lead and Program Managers – to ensure all administrative duties are handled in a timely manner to support the achievement of their goals and objectives.</b>	<b>40%</b>
	<ol style="list-style-type: none"> <li>1. Provide a communication link between Ag Affairs Lead and team members.</li> <li>2. Draft, and assemble materials for meetings, presentations, events, etc.</li> <li>3. Coordinates meetings, travel and hotels arrangements, and prepare meeting materials. Provide support for events/meetings.</li> <li>4. Participate in Ag Affair meetings/calls as requested.</li> <li>5. Coordinates mailings, materials, and printing projects for Ag Affairs.</li> <li>6. Respond to telephone calls as requested, in the absence of Ag Affairs team, address questions and/or provide information, as appropriate.</li> <li>7. Provide support for Ag Affairs customer relationship management database information. Retrieve and distribute reports and other data as requested.</li> <li>8. Provide assistance to various Ag Affairs programs such as the Dairy Experience and Agricultural Leadership (DEAL) and Ambassador programs.</li> <li>9. Provide support to the work with processors, including email communication/e-newsletters through Click Dimensions.</li> <li>10. Assist the Farmer Relations cohort in processing Undeniably Dairy grant requests.</li> <li>11. Serve as the Dairy Hub liaison.</li> <li>12. Assist Agricultural Affairs team with various support tasks as needed.</li> </ol>	<p style="text-align: center;">* * *  *   *  *  * *</p>
<b>B.</b>	<b>Provide administrative and clerical support to MMPA</b>	<b>40%</b>
	<ol style="list-style-type: none"> <li>1. Provide receptionist and clerical support to MMPA staff.</li> <li>2. Serve as the administrative assistant by providing support for scheduling, telephoning, drafting correspondence, project and event support, Board and Committee meeting preparation and minute taking, and other tasks to assist as needed.</li> <li>3. Assist with events and programs to contribute to the overall effectiveness of the associations. Includes material development, event planning and exhibit assistance.</li> <li>4. Assist with membership support through on-going database management (Dairy Connect), correspondence to existing members and potential members, and other related administrative support.</li> <li>5. Compile and send email communication/e-newsletters through Click Dimensions.</li> <li>6. Update Minnesota Milk website with articles and other information as requested.</li> <li>7. Assist Accounting with creamery payments, bank and merchant statements, invoices/bills received, co-op payments and membership dues.</li> </ol>	<p style="text-align: center;">* *  *  *  * * *</p>

<b>C.</b>	<b>Manage the Promo Center to provide dairy producers with resources and tools to effectively “tell their story” at the local level.</b>	<b>15%</b>
	<ol style="list-style-type: none"> <li>1. Serve as Promo Center representative; take calls and fulfill producer requests for materials.</li> <li>2. Compile, analyze and distribute weekly reports to the appropriate individuals or teams.</li> <li>3. Coordinate orders with vendors and suppliers.</li> <li>4. Maintain online order form and website information, share process information as needed with staff and producers.</li> <li>5. Monitor inventory of materials and items at the warehouse.</li> <li>6. Evaluate effectiveness of service and materials and provide recommendations for updates and changes. Track requests for new materials.</li> <li>7. Serve as the warehouse liaison for inventory codes and distributing master inventory list.</li> </ol>	* * *   *
<b>D.</b>	<b>Contribute to efficient office operations by supporting the St. Paul Office.</b>	<b>5%</b>
	<ol style="list-style-type: none"> <li>1. Provide administrative support to St. Paul office staff as directed.</li> <li>2. Phone team: answer phones as available, provide back up for other staff when needed.</li> </ol>	*

\*Essential Functions are defined as those functions that an individual who holds or desires the position must be able to perform unaided or with reasonable accommodation. Functions may be considered essential if:

1. the position exists for performance of the function
2. a limited number of employees can perform the function, and it, therefore cannot be reassigned; or
3. the function is specialized and requires certain expertise to perform it.

## JOB SPECIFICATIONS

### **Education and Experience:**

High school diploma and three years of administrative or secretarial experience; or a combination of education and experience providing equivalent knowledge. An Associate Degree, Business School Certificate, or completion of college coursework is desirable.

### **Knowledge, Skills and Abilities:**

#### ***Knowledge:***

1. Knowledge of office procedures.
2. Knowledge of organization’s mission, policies and procedures.
3. Knowledge of and ability to apply mathematical and analytical concepts and how they apply in the business world.
4. Knowledge of and ability to use personal computers, Creative Suite, Adobe, SharePoint, Microsoft Office software, including Word, Excel, PowerPoint, Publisher and Outlook.
5. Knowledge of and ability to use database software.
6. Knowledge of basic project management skills and the ability to deliver projects consistently at targeted deadline dates.

#### ***Skills:***

1. Skill of organizing and directing printing, compiling presentation materials.
2. Skill of preparing written materials and creating reports and summaries.
3. Skill in developing and maintaining relationships with external and internal customers.
4. Skill of taking notes at meetings and preparing minutes.
5. Skill in meeting coordination.

#### ***Abilities:***

1. Ability to select a course of action to resolve a specific problem or issue.
2. Ability to prioritize and schedule duties independently without direct supervision.

3. Ability to handle multiple tasks at one time.
4. Ability to perform with a high degree of accuracy and with a strong attention to detail.
5. Ability to travel to meeting and event sites, and move materials weighing up to 40 pounds.
6. Ability to set up and configure presentation equipment.
7. Ability to organize and manage multiple tasks/projects and complete activities to maximize the total time available.
8. Ability to learn new concepts/skill sets.
9. Ability to travel overnight as occasionally requested.

**Physical Demands:** While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and finger, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop and kneel. Vision abilities required by this job include close vision.

**Work Environment:** While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is working in an office environment. The noise level in the work environment is quiet to moderate.