

# Suggested Guidelines for Summer Interns:

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The following are suggestions to help better coordinate the hands-on activities for summer interns. The amount of time spent in each area as well as the order that they are completed will be left up to the manager, supervisor, regional manager, and the intern.

The goal of the internship is to allow the intern to experience all areas of the day-to-day operations of a cooperative. For this goal to be met successfully it will require scheduling and planning for the intern.

The more experience an intern receives the better decision they can make about the Co-op as a potential place to make a career upon graduation.

1. **Management Duties:** Job shadows the manager. This would include spending time with the manager learning some of the different duties and responsibilities that managers deal with daily. Possibly attend a regional manager meeting and sit in on a board meeting.
2. **Knowledge of cooperative and agriculture in area:** It will be important for the intern to have a background of the Co-op that they are working at as well as the services offered and agriculture in the trade area.
3. **Customer service skills:** Intern should develop and enhance their customer service skills from employees at their location.
4. **Office Functions:** Spend time in the office area learning about the different functions that take place. Suggestions would be to spend time with the inventory manager, office manager, payroll, and understanding membership and stock transactions.
5. **Merchant:** Develop a working knowledge of the Merchant operating system for point of purchase, ordering and back-office procedures and reports.
6. **Safety:** Attend monthly safety training.
7. **Special Events:** Participate in any special events, community activities, employee meetings, and other type functions that the Co-op may be involved in.
8. **Sales Counter/ Show Room:** Spend time stocking, housekeeping, and merchandising. Waiting on customers and learn sales and customer service skills. Learn any related policies. (returns, credit, pricing) Spend time with HLS specialist.
9. **Warehouse:** Assist in ordering process, receiving inventory, and filling orders, go on deliveries, and housekeeping.
10. **Crop Center:** Assist in ordering, understand pricing, learn how to figure a blend and mix a blend, understand how to calibrate spreading equipment, and learn how to read a soil sample.
11. **Car Care:** Assist in ordering and pricing. Become familiar with products and services offered. Gain experience in services.
12. **Product knowledge:** Gain a basic knowledge of feed, seed, chemicals, fertilizer, animal health, car care, and HLS and sources to get additional information.
13. **Field Specialist:** Any time spent with the different field specialist would be beneficial as well.

**Job Description**  
**Job Title: TFC Intern**

**Summary of job:** To gain knowledge and experience while working in a business environment for a 12-week period. Includes exposure to and performance of duties and responsibilities in various aspects at the member Co-op and TFC departmental levels and continuing classroom education.

**Duties and responsibilities** are as follows (others may be assigned):

- To receive training and perform duties in member Co-op locations and occasionally in TFC departments. To become familiar with various functions, operations, and practices that affect the various phases of the cooperative system.
- Receive instruction from experienced workers to acquire knowledge of methods, procedures, and standards required for performance of duties.
- To participate in hands-on responsibilities and tasks as assigned by daily supervisors and conform or adhere to conditions of the specific area of assignment.
- To attend company-sponsored training classes and participate in planned activities

**Supervisory responsibilities:**

The intern may be responsible for addressing complaints and resolving customer service problems.

**Qualifications:**

To perform this job successfully, an intern must demonstrate the ability to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

**Education and/or experience:** Actively pursuing degree from a college or university or has completed degree with equivalent combination of education and experience.

**Language skills:** Must possess the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Must be able to write reports, business correspondence, and procedure manuals. Must have ability to effectively present information and respond to questions within a group or on an individual basis.

**Mathematical skills:** Must have the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and volume and apply basic algebra and geometry concepts.

**Reasoning skills:** Must have the ability to define problems, collect data, establish facts, and draw valid conclusions, including interpretations of an extensive variety of technical instructions in mathematical or diagram form and several abstract and concrete variables, especially when dealing with people.

**Computer skills:** Must have a general understanding of computers and the ability to utilize different software programs, including e-mail, Microsoft Word, and PowerPoint and Co-op's own business operating system.

**Certifications and licenses:** A regular valid driver's license is required. A CDL license may be required as well as a restricted chemical license.

**Physical demands:** The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, talk, and hear. The employee frequently is required to sit and use hand-to-finger skills, handle or feel objects, tools, or controls. The employee is occasionally required to walk, reach with hands and arms, climb or balance, stoop, kneel, or crouch, and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include color vision, depth perception, and focus.

**Work environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works near moving machines and mechanical parts. The employee occasionally works outdoors and is exposed to wet and/or humid conditions, extreme cold, extreme heat, and risk of electrical shock. The noise level in the work environment is usually moderate.

**Comments:**

The typical duration of the intern program runs for 12 weeks. Interns, at their preference will have opportunity to interview for a full-time position within a member cooperative or the TFC system upon graduation. Relocation may be required throughout the duration of the intern program. Overnight travel will be required.