Position Description

Department: Animal Sciences
Classification Title: Administrator I
Working Title: Dairy Operations Manager
FLSA Status: ☒ Exempt
Incumbent:

Position Summary

The Bachelor of Science degree in Dairy Science prepares students for many careers. Cal Poly’s Dairy Science Program is one of the four largest and most dynamic dairy science programs in the U.S. The program is supported by extensive dairy production and dairy product processing facilities. The program serves an average enrollment of about 100 undergraduate and 15 graduate students, consisting of 5 full-time faculty and lecturers, several part-time lecturers, and 3 staff members. The program is focused on the sustainable production and management of dairy animals, applied research, and commercial production of dairy food products. This position plays a major role in supporting the teaching and research portions of the programs, and is responsible for the Cal Poly Dairy and the facilities involved with this herd of 300+ registered Holstein and Jersey dairy cattle.

Independently, under general supervision and coordination with the Department Head, this position is responsible for the full range of Cal Poly Dairy management duties including: supervision of dairy labor including training and oversight of dairy production unit student employees and preparation of written evaluations periodically for all employees; the health and maintenance of the milking herd, calves, replacement heifers, experimental animals, and any other livestock in the dairy program; budgetary development and oversight; maintaining production, registration, and financial records for the dairy; oversight of safety for both humans and animals at the facility including training documentation and safety auditing and enforcement; maintain strong relationships with state and national dairy and farm bureau associations, government agencies, industry, external advisory groups, and members of the university and local community; oversight of student interns, enterprise students and additional student dairy operations personnel; train and make work assignments for interns and employees; assist with the design and development of dairy herd research and grant proposals, and ensure that all research protocols are properly adhered to throughout studies. This position is responsible for operating the dairy in accordance with the Pasteurized Milk Ordinance (PMO) and all applicable state and federal laws and regulations related to milk quality and safety standards.

Other duties include facility maintenance, water system development and maintenance, waste management, road maintenance, livestock transport, marketing, fence building, and facilitation of alternate grazing management programs.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

1. Train and supervise student employees, interns, enterprise students, and additional Dairy Operations personnel; including interviewing, hiring, training, and scheduling work assignments for employees and interns, coordinate assignments with faculty and faculty project coordinators; prepare written evaluations of students’ performances at completion of projects, ensure compliance with safety regulations and policies, and maintain good employee relations.
2. Oversee the health and maintenance of the milking herd, calves, replacement heifers, and other livestock in the Dairy Operations program, including but not limited to: breeding, calving, vaccination, feeding and nutritional care of livestock, observation of illness/injury and ability to develop and follow health protocols. Be able to carry out emergency procedures as warranted, including destroying animals and predators as determined necessary by concurrence with the Department Head and faculty project coordinator.

3. Assist with the general maintenance of other animal science facilities when needed, including the sheep, goat, equine, BCEC, MPC, ANC, and poultry units. This position may be called upon for help when maintenance or minor repairs are needed at these facilities.

4. Assist faculty and participate in the instruction of students enrolled in dairy science undergraduate courses. Train and supervise a variety of personnel including staff, undergraduate and graduate students, and animal technicians in various procedures and practices required at the Dairy, and other ASCI units as needed. This includes training students in hands-on practical skills i.e., milking cows, feeding management, raising calves, managing cows in maternity and hospital pens, maintenance and operation of flush systems, manure management, the development and coordination of a grazing management plan, direction and assistance with the construction, maintenance and repair of fences, roads, and/or corrals; make necessary improvements in the grazing practices, as time and money are available. Manage all aspects of the program for continued sustainability.

5. Assist faculty and student enterprise and research projects; serve as technical advisor to faculty and students in assessing the feasibility of proposed dairy herd projects; assist in the protocol for animal handling in research projects and classes to ensure compliance with the requirement of regulatory agencies, DSCI program, and CAFES.

6. The position, working with the Department Head, develops Dairy Production Operations budget of approximately $1,200,000. Dairy Production Manager will have some degree of authority to negotiate proposals and contracts.

7. Incumbent is responsible for employee work schedules, signing timecards, provides policy information to all visitors to the Dairy, makes decisions regarding medical and dairy program emergency situations, directs administrative personnel on support needs, and has some degree of signature authority on all invoices and standing purchase orders.

8. Authorized to make daily decisions to maximize the well-being of all dairy cattle livestock productivity and to maintain the welfare and safety of students and other visitors.

9. Assist the Department Head in the development and administration of the Dairy Production Operations budget; write and administer best management practices for the Dairy Production Operations consistent with the policies of the Dairy Production Program within the Animal Sciences department, Cal Poly Corporation, and CAFES with respect to the purchase of commodities, purchase of supplies and materials, personnel administration, and compliance with regulations of federal, state and county agencies.

10. Supervise and assist with all aspects of herd health and maintenance including, but not limited to, assisting veterinarian; inventory of feed supplies and feed program management; detailed production and fiscal record keeping, management of registration application records and breeding program, animal inventory including written and computer based records.

11. Analyze results and prepare summary statistics and reports for the Department Head.

12. Help to maintain Dairy Production Operations computers and network system.

13. Responsible for the facility safety inspections and record keeping for the Dairy Production Operations, and conduct quarterly OSHA type inspections, record results, and repairs when appropriate.

14. Be prepared to step into all aspects of dairy labor operations when normal labor becomes unavailable or when needed for training purposes.

15. Utilize expertise and resources from other ASCI and CAFES units including the ANC, Vet Clinic, and Farm Ops, to support best management practices for the College.
Related Job Functions

1. Perform other job-related duties and special projects as assigned.
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.
3. Attend training and maintain skill current as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:
- Bachelor’s degree in Dairy Science, Animal Science or closely related degree and at least two years of demonstrated experiences managing and/or operating a dairy production facility.

Licenses, Certificates, Credentials:
- Possession of a valid Class A driver’s license or ability to obtain within 6 months of date of hire.
- Individual must be Hazard Analysis Critical Control Point (HACCP) certified within 6 months of date of hire.
- First aid and CPR certified within 6 months of date of hire.

Required Skills, Knowledge, and Abilities

1. Experience providing lead work direction and/or training a variety of personnel. Ability to plan, organize, and schedule work.
2. Ability to maintain records, budgets, and financial records.
3. Ability to analyze situations, apply independent judgement, discretion and initiative to address problems and develop practical, thorough and creative solutions.
4. Thorough knowledge of effective personnel management practices and supervisory skills including a demonstrated ability to maintain a high degree of confidentiality.
5. Ability to perform facility safety inspections and record keeping. Ability to perform quarterly OSHA type inspections and record results.
6. Working knowledge of effective livestock management including proven supervisory skills with the ability to plan, implement, and manage multiple projects to meet deadlines; ability to instruct undergraduate and graduate students in various aspects of Dairy Production Operations.
7. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
8. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
9. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
10. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
11. Thorough knowledge of English grammar, spelling and punctuation.
12. Ability to interpret, communicate, apply, and monitor policies and procedures.
13. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
14. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
15. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

**Preferred Skills and Experience**

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Expertise in managing a large diversified dairy operation.
- Experience in maintenance and management of registered dairy cattle records, including registration, breed association communications, and classification data.

**Special Conditions**

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to perform work involving, but not limited to, lifting, carrying, and maneuvering heavy objects (e.g., large animals, carcasses, bales of hay); squatting, climbing, kneeling, twisting, bending, stooping, reaching, pushing, and pulling.
- Must be able to work safely in an indoor and outdoor environment in all types of weather conditions. This includes ability to walk and stand for long periods of time on uneven surfaces, and ability to climb steep surfaces.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is a "designated position" in the California State University’s Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**INCUMBENT:** I have read this position description and understand its contents.

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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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**DEPT HEAD/DIRECTOR:** I certify that all statements on this form are complete and accurate.

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