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JOB DESCRIPTION

Job Title	Farm Support Services Operator
Department	Farm Support Services
Position Type	Full-Time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Reduced <input type="checkbox"/>
Reports to	FSS Manager

JOB PURPOSE

To carry out farm visits across Malta and Gozo, although mainly in Malta, to deliver essential bovine, sheep and goats support services, including reproduction assistance, milking machine maintenance, and hoof care. The role supports farmers in improving livestock health, productivity, efficiency, animal welfare and equipment performance, under the direction of the FSS Manager.

DUTIES AND RESPONSIBILITIES

1. Bovine, Sheep and Goats Reproduction Services

- Conduct post-partum examinations
- Perform breeding and artificial insemination procedures
- Carry out pregnancy diagnosis and related reproductive assessments

2. Milking Machine Services

- Provide technical support and maintenance for milking machines
- Respond to breakdowns and ensure optimal machine performance
- Advise farmers on best practices for equipment use and hygiene

3. Hoof Care and Trimming


- Perform hoof trimming and treatment to improve cow locomotion and comfort
- Identify and address hoof-related health issues
- Maintain accurate records of treatments and outcomes

4. Administrative Tasks

- Data Entry & Documentation
 - Input data and generate job sheets and reports using company systems
 - Ensure timely and accurate documentation of all services provided
 - Manage Job Sheets: Collect job sheets, accurately input data into the CSB system, and issue corresponding invoices

SOP REFERENCE:


LOCATION:

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- Process Delivery Documentation: Receive delivery notes for parts sold from Gozo, reconcile the data, enter details into the CSB system, and generate invoices
- Inventory & Order Management
 - Order Preparation: At the end of each day, review orders for detergents and parts received through reception and prepare them for dispatch the following day
 - Stock Monitoring: Track and update stock movements within the CSB system to ensure accurate inventory records
 - Conduct Stock Takes: Assist in periodic stock counts and reconcile physical inventory with system records
 - Close Receiving: When orders are received and checked, update and close the receiving process in the CSB system
- Communication & Coordination
 - Provide constant feedback to the respective manager regarding problems or queries by the farmers
 - Price Updates: Communicate any price changes to the Finance Department as instructed by the manager

Core competencies

- Customer Service Orientation – *Demonstrates a positive, professional, and customer-focused attitude when dealing with farmers, suppliers, and colleagues, ensuring high-quality support and service delivery*
- Digital & Data Proficiency – *Comfortable working with IT systems, including data entry, record updating, and basic troubleshooting; able to follow digital workflows accurately and efficiently*
- Driving Mobility – *Holds a valid driving licence and is able to travel between sites, farms, or training locations as required to support operational needs*
- Animal & Farm Support Knowledge – *Shows a genuine passion for working with animals and supporting farmers, with an understanding of the importance of animal welfare, farm operations, and agricultural best practices*
- Learning & Development Commitment – *Willing and able to undergo training locally or abroad, embracing opportunities to develop technical knowledge, operational skills, and industry expertise*

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QUALIFICATIONS AND EXPERIENCE

1. Qualifications & Skills

- Formal education in agriculture, animal husbandry, or a related field is considered an asset but is not mandatory. Candidates with a strong interest in livestock care and a willingness to learn will be considered
- On-the-job training will be provided, including opportunities for specialized training locally or abroad

2. Experience

- Previous experience working with farm animals, including bovines, sheep and goats, is highly desirable
- Familiarity with milking systems, hoof trimming, or animal health services is an advantage