

# WHAT COOPERATIVE EMPLOYEES DO

USDA, RBS, CIR 11 Chapter 5 -  
What Cooperative Employees Do

# Cooperative Employees

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*Are the glue that binds  
members  
to their business!*

# Quality Cooperative Employees

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- Understand the cooperative
- Know and follow policy
- Are well trained
- Are team players
- Keep supervisors informed
- Maintain assets
- Participate in the community
- Maintain personal appearance

# Quality Cooperative Employees

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## *Understand the cooperative!*

- Know the cooperative form of business and who the owners are
- Are able to answer questions adequately
- Do not reveal information that could help the competition

# Quality Cooperative Employees

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*Follow cooperative policies and rules!*

- Know them well
- Implement them in a fair and equitable manner
- Seek guidance when there might be an exception

# Quality Cooperative Employees

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*Respect all customers/members and treat them fairly!*

- Are polite and professional
- Do not offer special treatment for some - that might lead to ill will
- Offer services or products in a sense of “best-value” to all

# Quality Cooperative Employees

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## *Are well trained!*

- Understand operations, can perform required functions
- Can recommend the right products and services
- Understand the methods the cooperative uses to provide products and services

# Quality Cooperative Employees

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## *Communicate well!*

- Are articulate
- Keep supervisors and other employees informed of pertinent working issues and problems
- Listen to supervisors, other employees, and members

# Quality Cooperative Employees

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*Properly maintain member-owner assets!*

- Facilities
- Equipment
- Inventory

# Quality Cooperative Employees

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*Often participate in  
community activities*

- Service clubs
- Schools
- Youth groups
- Business organizations

# Quality Cooperative Employees

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*Maintain personal appearance!*

- Promote a positive, professional image of self and the cooperative