



## Job Description

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### Field Services Manager

**Division:** Field Services

**Job Status:** Regular

**FLSA Status:** Exempt

**Reports To:** Field Services and Housing Director

**Grade/Level:**

**Amount of Travel Required:** Frequent travel with some overnight stays

**Job Type:** Full-Time

**Work Schedule:** Monday-Friday 8:00 a.m. – 5:00 p.m.  
(on-call evenings and weekend as necessary)

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### POSITION SUMMARY

This position is one of three regional field services managers who provide oversight of field services and housing staff and is the lead field liaison between the Account Executives and wafla members, helping expedite tasks, and maintaining the flow of information between wafla and its members.

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### ESSENTIAL FUNCTIONS

- Create, develop, implement, and conduct on-site bilingual (English/Spanish) training programs for members and seasonal workers.
- Conduct basic on-site bilingual (English/Spanish) training.
- Work to resolve conflicts between workers and growers.
- Provide support to the Account Executives to expedite or resolve issues with applications and contracts.
- Assist in building membership and educating employers about wafla products and services for members.
- Support and promote wafla's vision of a legal and stable workforce for farmers throughout the Pacific Northwest Region.
- Observe deficiencies and recommend solutions for complex issues that surround developing a legal, stable workforce.
- Consults with Field Services and Housing Director regarding major policy decisions and unusual problems.
- Assist in organizing special events for members e.g., annual H2A events, Winter Ag Academy, trade show events, etc.
- Reliable attendance is important in meeting the needs of growers/employers.
- Works in conjunction with the Housing Manager on housing issues on an as needed basis.
- Performs other related duties as required.

### SKILLS & ABILITIES

- Basic knowledge and understanding of seasonal housing requirements, guidelines, and maintenance.
- Basic knowledge and understanding of labor laws, human resources, and management.
- Working knowledge of supervision including performance evaluations, corrective action, and scheduling.

- Excellent verbal and written communication skills
- Strong presentation skills.
- Ability to work in a fast-paced environment with frequent interruptions.
- Ability to maintain current filing system in an organized manner.
- Ability to handle confidential information with great sensitivity.
- Ability to perform duties independently.
- Ability to work autonomously or in a team setting.
- Strong computer skills (Word, Excel, PowerPoint, Gmail, and Google apps).
- Ability to meet deadlines in a timely manner.

## **KNOWLEDGE AND EXPERIENCE**

### **Required:**

- Associates Degree plus two (2) years' experience or an equivalent combination of industry specific experience and education.
- Experience working with federal/state agencies and programs.
- Knowledge of the Agricultural Industry, Immigration, or Federal H-2A program.
- Possess excellent cultural sensitivity skills.
- Commitment to excellence in customer service.
- Willingness to learn and accept feedback for continuous growth.
- Highly organized with excellent time management and communication skills.
- Valid Washington Driver's License and insurable under wafla insurance.
- Valid Passport, or ability to obtain passport within 6 months of hire.

### **Preferred:**

- Experience working with agricultural employers and laborers.
- Bi-lingual Spanish. Ability to communicate effectively in the Spanish language (prefer dialect of Mexico/Mexican culture).

## **SUPERVISORY RESPONSIBILITY:**

N/A

## **PHYSICAL DEMANDS**

Sitting for extended periods, bending, walking, reaching, standing, and grasping. Speaking and listening while using the telephone. Grasping of paper files, carrying, hand movement, constant typing, using a mouse, and viewing information on a computer screen. Ability to travel by plane or automobile with overnight stays. Ability to operate a motor vehicle safely and be insurable.

## **WORK ENVIRONMENT**

Typical temperature controlled office environment and work outdoors in all types of weather conditions.

*This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be an exhaustive list of all functions, responsibilities, skills and abilities. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.*