



Yard Customer Service Job Description

Healdsburg Lumber Company

OVERVIEW OF DUTIES

Yard Customer Service is responsible for providing courteous, professional service to all Customers in an efficient manner. They are also responsible for carefully handling all products to minimize damage and help maintain a neat and organized appearance at Healdsburg Lumber Company.

In addition to this overview of job duties, other assignments or job duties may be required.

SPECIFIC AND ESSENTIAL RESPONSIBILITIES, LISTED IN ORDER OF PRIORITY

1. Become completely familiar with all building materials sold by Healdsburg Lumber Company. Be knowledgeable of all materials in the yard, including their location and grades, and proper handling techniques.
2. Read and understand work orders, invoices, and vendor shipping documents.
3. Unload and load trucks, move and sticker units so as to protect material from the elements and minimize any damage.
4. Safely use all equipment in the yard including radial arm saw, chop saw, table saw, and panel saw.
5. When directed, inspect forklifts and complete a Forklift Safety Checklist. Safely use forklifts, and meet eligibility for forklift certification.
6. Patiently and courteously assist all Customers entering Healdsburg Lumber Company.
7. Be conscious of any safety hazards and report these to Yard Foreman immediately.
8. Be watchful for housekeeping needs in the yard and take initiative to clean up and pick up trash.
9. Work diligently to stock all bins and correctly mark each board's length.
10. Have a clean, well-groomed appearance each day for work.
11. Work in a safety conscious manner at all times. Ensure that all yard staff conduct themselves in a safety-conscious manner at all times. Follow all safety regulations and security guidelines. Actively contribute to work safety and security.
12. Maintain a safe, clean and pleasant work environment.

REQUIRED EDUCATION, TRAINING AND EXPERIENCE

High School Diploma, GED Equivalent or passing grade on written reading, writing and math skills test.

PHYSICAL, MENTAL AND ENVIRONMENTAL REQUIREMENTS OF JOB

1. Ability to understand and communicate written and spoken information and ideas.
2. Ability to analyze information and evaluate results to choose the best solution and solve problems.
3. Ability to lift, carry and maneuver goods that may weigh 100 pounds, utilizing additional personnel and mechanical assistance as required.
4. Ability to work outside for extended periods of time.
5. Ability to operate and control power tools safely.
6. Ability to perform physical activities that require considerable use of arms, legs and torso such as climbing, lifting, balancing, walking, stooping and handling materials.
7. Ability to courteously and professionally interact with our Customers.
8. Ability to encourage and build mutual trust, respect and cooperation among team members.
9. Ability to keep up to-date technically and apply new knowledge to job.
10. Ability to manage work time efficiently.

COVID-19 Considerations:

Healdsburg Lumber Company is an essential business. We are committed to employee and customer health and safety. Face masks are required at all of our locations and we have hand-sanitizer dispensers located in various places inside our facilities. If you have additional concerns, please let us know!