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Yard Associate

JOB DESCRIPTION

Supervisor: **Store Manager**

Status: **Full Time, FLSA Non-Exempt**

Revised: **October 2020**

Job Summary

Yard associates are expected to maintain a positive representation of Anytown Hardware & Lumber by providing an outstanding customer service experience consistent with company values. The main task of a yard associate is to assist customers and maintain a clean and efficient

lumberyard. They should be willing to continually learn and expand their knowledge of the retail industry. Their job will include, but is not limited to, the following responsibilities.

Responsibilities

- Provide excellent customer service by assisting customers, both in person and on the phone, answering their questions, helping them find merchandise and suggesting add-on sales that will help them complete their project. This may also include processing special orders.
- Knowledge of point-of-sale systems in order to assist with price lookup, special order and order entry.
- Create an inviting environment for customers by maintaining a clean and orderly lumberyard, which will include housekeeping tasks as needed.
- Notify customers of upcoming promotions and new products.
- Assist in taking regular inventory of stock.
- Assist with loading customer's vehicles. Check invoices to make sure the correct products are loaded.
- Assist with daily upkeep and straightening of lumber stacks.
- Help yard staff with other tasks as needed.
- Be vigilant to identify shoplifters and other types of theft. Respond with appropriate action, according to store policy.
- Attend all staff meetings.
- Adhere to all store policies and safety standards.

Qualifications

- Outstanding customer service skills and a professional attitude.
- A working knowledge of the products contained in the store with a willingness to continue to learn.
- Organized, self-starter who thinks independently and solves problems.
- Strong math, reading, writing and communication skills.
- Knowledge of effective sales methods and techniques.
- Understand how to safely operate a forklift.
- Ability to lift up to 80 lbs. on a regular basis.

Goals

- Continually expand knowledge of all departments, both in the lumberyard and the retail store.
- Become a versatile employee, able to help in other areas as needed.
- After enough experience, become a mentor to new employees and help them understand products and retail concepts.

I have received this job description and understand my responsibilities as an employee.

Employee Signature

Date

Disclaimer: The contents of this job description are intended to be used as a guide only. You may need to add more information to fully describe the responsibilities and qualifications of each job at your business. Please consult a human resources consultant or a professional employer organization to ensure you are complying with local employment regulations.