



YARD ASSOCIATE

FULL-TIME

JOB DESCRIPTION:

The Yard Associate provides exceptional customer service and maintains the organization and cleanliness of the lumberyard. They load, unload, and store materials using a variety of equipment including forklifts, pallet jacks, lumber carts, etc. This role contributes to the smooth operation of the lumber yard and is responsible for greeting and assisting all customers that enter the yard. The Yard Associate must be a team player and conduct themselves in a professional manner while performing all tasks with sufficient speed and accuracy to support store efficiency and a high level of customer service.

TASKS, DUTIES & RESPONSIBILITIES:

- Work in a safe manner in accordance with provincial and federal safety legislation. Report any potential hazards and unsafe behavior to management to have the situation corrected.
- Safely operate powered equipment, including a forklift, lumber cart, pallet jack, banding machine, etc.
- Greet customers within thirty seconds of them entering the yard
- Locate product for customers
- Assist customers in handling large or heavy items
- Load and unload materials
- Store material in the correct location in the yard
- Keep the yard clean and the inventory neat and orderly
- Be familiar with the locations of all inventory and equipment
- Restock lumber bins, sheds, etc. when they are depleted
- Assist the Order Picker as needed
- Check incoming merchandise against orders or invoices to identify damaged goods, shortages, and backorders
- Assist customers with product information and direct them to the Lumber Desk for installations and other advice
- Be aware of theft and act in line with company policy to report and/or discourage it
- Participate in training, assessments, and meetings as directed by the Yard Personnel Manager
- Help support new employees in training
- Make suggestions for rule or policy changes when such changes would improve sales, profits, efficiency, morale, and/or operations in general.
- Work on additional duties and assignments that align with this job description as assigned by management.

REQUIRED QUALIFICATIONS:

- Ability to work a flexible schedule including weekends, evenings, and holidays.
- Ability to read, write and communicate in English
- Ability to read and comprehend written and printed materials, as well as information presented in numerical form.



- Must be able to work as part of a team
- Previous forklift and/or lumber experience is considered an asset

PHYSICAL REQUIREMENTS:

- Must be able to lift, push, and pull materials weighing up to 75 pounds around the yard, placing materials on or removing them from trucks, pallets, etc.
- Must be able to work outside in all seasons and weather

WORKING RELATIONSHIPS:

- Reports directly to the Yard Personnel Manager
- This position works closely with the Order Picker and the Lumber Yard Receiver