

JOB DESCRIPTION

Job Title: Customer Service
Department: Operations
Reports To: Yard Foreman
Employment Status: Full Time, Non-Exempt
Grade Level:

Job Summary

This Customer Service position assists with after-sales customer communication and is responsible for the fulfillment of sales orders. This position will also have housekeeping and material handling tasks assigned as necessary. This position has a high growth potential within the Company.

Responsibilities:

- Concentrate efforts daily to support Northville Lumber's mission to **PLEASE. Provide a Legendary Experience Always Surpassing Expectations**
- Front line operational after-sale customer relationship maintenance
- Pull orders for customer pick up in an accurate and timely manner
- Listen and respond appropriately to customer issues
- Provide a high level of customer service for both retail and professional trade customers
- Maintain a clean yard environment including warehouses, racks, bins, and open areas
- Comply with operational safety and security policies and procedures
- Attends and participates in all company-sponsored training programs as required
- Housekeeping for all operational areas
- Material handling as necessary

Physical Demands:

- Ability to stand and walk
- Manual dexterity
- Ability to climb or balance and stoop, kneel, crouch or crawl
- Strength: lift and/or move up to 100 pounds
- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus

Environment and Physical Working Conditions:

- Work near moving mechanical parts, and in outside weather conditions
- Work in elevated areas
- Moderate noise level

Education: High school diploma or GED

Skills / Knowledge / Abilities:

- Ability to read and write
- Ability to communicate effectively in one-on-one situations
- Ability to add, subtract, multiply and divide in all common units of measure
- Ability to carry out instructions provided in written, oral or diagram form
- Ability to deal with issues involving concrete variables in standardized situations
- Good interpersonal skills, customer service and communications skills
- Knowledge of building materials products and lumber desirable

Job descriptions are only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned by management, might be part of the job.

Job descriptions are not intended as and do not create employment contracts.

01/2019