



JOB DESCRIPTION

Job Title	Yard Assistant (Part time)	Department	Branch
Reporting to	Branch Manager	Location	Branch

Overall Objective
<p>You will participate in the effective and efficient running of our Branch. This will involve maintaining the best in class service to both new and existing customers.</p> <p>You will use your organisation, dedication and enthusiasm for customer service to help maintain the yards high standards and efficiency. You'll also need to operate a forklift truck to ensure our delivery drivers are loaded and unloaded in a timely manner.</p>



Main Roles & Responsibilities	Core Competencies
<p>Yard Assistant will be expected to perform any of the following tasks:</p> <ul style="list-style-type: none"> • Unload, handle, transport and store materials safely and securely. • Assist customers to load their vehicles when required. • Assisting to prepare customers ordered as advised by the Management team. • Answer customer's questions and queries, or direct them to another member of staff. • Maintain high standards of stock handling and management. • Ensure the yard is clean, tidy and free from hazards. • Continually promote the Company image of service and quality. • Operate Fork Lift Trucks / lifting and moving equipment and timber cutting equipment. (where applicable and after full training has been completed) • Report all defects of Company plant and machinery immediately to the Management team. • Participate in training to develop a knowledge of the Company, its products and the elements necessary to be successful in the business. • Report all accidents and near misses to the Management team immediately. • Ensure the accurate and efficient loading and unloading of all vehicles. • Other reasonable duties as arising, as specified by the Management team. <p>Education/Qualifications/Experience: Must have a good level of education e.g. City & Guilds, NVQ, and/or equivalent qualification as appropriate for the role.</p> <p>At least 1 years' experience in a similar industry or work experience in a yard environment.</p>	<ul style="list-style-type: none"> • Ensures accountability • Action orientated • Customer focus • Interpersonal savvy • Nimble learning • Being resilient • Drive results • Demonstrates Self-awareness • Self-development
	Specific job skills
	<ul style="list-style-type: none"> • Customer Focused • Great communication skills • Good level of written and spoken English • Product Knowledge • Team Player