

## JOB DESCRIPTION

**Job Title:** Yard Service (Load Builder)  
**Department:** Operations  
**Reports To:** Supervisor  
**Employment Status:** Full-Time / Non-Exempt  
**Grade Level:**

### Job Summary

The Load Builder position is responsible for safely and efficiently building loads for shipment or pick up. Accuracy and safety are essential in this role. This position involves staging orders, forklift operations, verifying inventory, and securing product to prevent damage.

### Responsibilities:

- Concentrate efforts daily to support Northville Lumber's mission to **PLEASE. Provide a Legendary Experience Always Surpassing Expectations**
- Builds safe and efficient loads of building materials with accuracy according to pick tickets or invoices
- Reads SKUs and accurately identifies material types to accurately build loads
- Assists in determining the appropriate weight, composition, and placement of load based on customer order
- Loads and unloads materials onto or from pallets, trucks
- Conveys materials to or from storage to designated areas
- Attaches identifying tags or labels to materials or marks information on cases, bales, or other containers to provide correct identification of product
- 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
- Operating a forklift for loading and unloading product

### 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
- Work near moving trucks and heavy equipment

**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, verbal or diagram form
- Ability to identify a problem and propose a solution
- Ability to know when to elevate an issue and involve Management
- Good interpersonal skills, customer service and communications skills
- Ability to safely and accurately operate saws
- Ability to safely operate a forklift, knowledgeable in forklift operations
- Forklift certification required
- 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.*