Receiving & Material Handling Associate

Department: Operations
Reports To: Receiving Supervisor
Employment Status: Full Time

Job Summary

The Receiving Service Associate supports lumberyard daily operations by accurately unloading, inspecting, verifying, documenting, and placing materials in their assigned locations. Working under the direction of the Receiving Supervisor, this role helps maintain inventory integrity, address shipment and return discrepancies, and keep receiving areas safe, organized, and ready for efficient material flow. The Receiving Service Associate also contributes to a positive customer experience by accurately pulling materials, bringing them to customers, assisting with safe and timely loading, and documenting and processing customers returns.

Company Culture

Northville Lumber fosters a collaborative, respectful, and customer-focused work environment. We value a strong work ethic, a positive attitude, and a commitment to teamwork and accountability. Team members are expected to uphold these standards in all interactions with customers, coworkers, and the community while conducting themselves in a safe, professional, and solution-oriented manner.

Responsibilities

- Support Northville Lumber's mission to P.L.E.A.S.E. – Provide a Legendary Experience Always Surpassing Expectations.
- Accurately unload and inspect inbound materials, compare shipments with purchase orders and receiving documents, and promptly report shortages, overages, damage, or incorrect products to the Receiving Supervisor.
- Receive, label, stage, and place materials in designated inventory locations within established timeframes while protecting product quality and maintaining safe access.
- Perform cycle counts, location checks, and material verification as assigned, and communicate inventory discrepancies before adjustments are made.
- Maintain proper stock rotation and storage practices to protect material quality and reduce waste.
- Provide professional customer service by assisting with inquiries, locating or pulling materials when assigned, and directing unresolved concerns to the appropriate team member.
- Inspect, document, and process customer returns; restock sellable materials or follow established culling and inventory-adjustment procedures within 24 hours of arrival.
- Conduct pre-shift inspections of forklifts, loaders, and other assigned equipment, reporting any defects or maintenance concerns promptly.
- Follow company policies, safety requirements, equipment procedures, and operational standards outlined in the employee handbook and established by management.
- Use safe material-handling practices and operate authorized equipment only when properly trained and certified.
- Maintain cleanliness and organization throughout receiving, yard, warehouse, and material storage locations by removing debris and correcting or reporting unsafe conditions.
- Participate in required training, meetings, safety initiatives, and process-improvement activities.

- 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.

Metrics and Accountability

- **Receiving Accuracy:** Verify quantities, products, and condition against receiving documents; promptly document and report discrepancies.
- **Processing Timeliness:** Complete assigned receiving, return, staging, and put-away tasks within established timeframes, including processing returns within 24 hours of arrival.
- **Inventory Integrity:** Place materials in correct locations, complete assigned counts accurately, and communicate variances or damaged product before adjustments are made.
- **Safety & Work Area Readiness:** Follow required safety and equipment procedures and maintain clean, organized, and accessible receiving and storage areas.
- **Communication & Team Support:** Provide timely status updates and escalate shortages, damage, delays, and priority material needs to the Receiving Supervisor and affected teams.

Physical Demands & Work Environment

- Regularly required to stand, walk, bend, reach, and move throughout the facility and yard for extended periods.
- Must possess the manual dexterity necessary to handle materials, operate equipment, and perform receiving-related tasks.
- Ability to lift, carry, push, and/or move up to 80 pounds.
- Requires close vision, distance vision, and depth perception to safely perform job duties and operate equipment.
- Work is performed in both indoor and outdoor environments with exposure to varying weather conditions, temperature fluctuations, and moderate noise levels.
- Regular exposure to moving equipment, vehicle traffic, and material handling operations.
- May be required to work at elevated heights or in elevated work areas when necessary.
- Must be able to safely navigate uneven surfaces, storage areas, and active work zones while adhering to all safety requirements.

Education

- High school diploma or GED

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