Warehouse Service Associate / Load Builder

Department: Operations
Reports To: Operations Service Supervisor
Employment Status: Full-time

Job Summary

The Warehouse Service Associate supports lumberyard and building-material operations by accurately picking, building, staging, and loading outbound delivery and customer-pickup orders. This full-time material-handling role includes operating authorized yard equipment and forklifts, assisting customers, monitoring inventory, restocking materials, and maintaining a clean, organized, and safe outdoor work area. The ideal candidate is dependable, safety-focused, comfortable working outdoors, and committed to accurate order fulfillment and excellent customer service.

Company Culture

Northville Lumber fosters a collaborative, respectful, and customer-focused environment. We value a strong work ethic, positive attitude, and a willingness to go above and beyond. Team members are expected to uphold these cultural 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.
- Pick, build, and stage outbound railing/hardware orders for delivery and customer-pickup.
- Verify materials, quantities, and special instructions against order documentation prior to assembling and staging to ensure order accuracy.
- Provide professional customer service by locating and pulling materials, addressing customer questions and concerns courteously, and directing unresolved concerns to the appropriate team member.
- Monitor inventory levels and communicate with the receiving team to ensure timely replenishment of bins and racks.
- Maintain proper stock rotation and storage practices to protect material quality and reduce waste.
- 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

- **Build Accuracy & Quality:** The company's error tracker helps identify coaching opportunities and recognizes consistent, quality work. It may include items such as product or quantity mix-ups, missed special instructions, or material damage. Associates are encouraged to learn from feedback, ask questions, and continue strengthening their build accuracy over time.
- **Order Completion & Productivity:** Order counts and completion times help provide a fair picture of daily progress and identify where additional support or training may be helpful. Performance is considered in relation to order size, complexity, priorities, and workload, with an emphasis on building steady, dependable work habits rather than meeting a fixed production quota.
- **Follow-Through & Communication:** Associates are expected to communicate incomplete orders, missing materials, delays, and other barriers promptly and to follow through on corrections or direction provided by the Operations Service Supervisor.

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.