

<b>Job title</b>	Yard Operative
<b>Division</b> <b>Branch</b> <b>Department</b>	Building Supplies Sheffield Yard & Warehouse
<b>Line Manager</b>	Yard Foreman/Manager
<b>Main purpose of job</b>	To ensure the Yard is kept clean, tidy and safe and that deliveries and orders can be safely and efficiently be loaded and unloaded with minimal damage to stock.
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>• Operating a Fork Lift Truck (outside in all weathers) to collect, collate and load/unload customers' orders</li> <li>• Being responsible for ensuring a safe, clean, and tidy working environment at all times.</li> <li>• Picking orders</li> <li>• Providing great customer service and a strong team spirit.</li> <li>• Upholding the Company's values and image to all customers and potential customers</li> <li>• Liaising with the Yard Foreman, Drivers and other departments as and when required to deal with any issues effectively, efficiently and in a timely manner.</li> </ul>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Customers receive a 5* service at all times</li> <li>• Minimal damage to stock</li> <li>• Demonstration of our Core Values at all times</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Counterbalance Forklift Licence</li> <li>• Previous Builders Merchants experience</li> <li>• Experience of working in a fast paced, commercial building trade environment</li> <li>• Previous experience in a customer facing role</li> </ul>
<b>Key performance indicators</b>	<ul style="list-style-type: none"> <li>• Health &amp; Safety Audits</li> <li>• Customer Feedback</li> <li>• Stock take results</li> </ul>