

Job title	<b>Yard Operative</b>
Division Branch Department	Building Supplies Somercotes Yard & Warehouse
Line Manager	Yard Foreman/Manager
Main purpose of job	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.
Key Tasks	<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>
Key Accountabilities	<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>
Skills & Experience	<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>
Key performance indicators	<ul style="list-style-type: none"> <li>• Health &amp; Safety Audits</li> <li>• Customer Feedback</li> <li>• Stock take results</li> </ul>