

## **Job Description for Yard Customer Service Assistant**

<b>Job Title:</b>	Yard Customer Service Assistant
<b>Responsible to:</b>	Yard Supervisor in the first instance & Branch Manager if the Yard Supervisor is not available.
<b>Responsible for:</b>	No staff
<b>Based:</b>	Kidlington Building branch
<b>Hours of work:</b>	7.30am – 5.00pm (Monday to Friday) 08.00 – 12 noon (alternate Saturdays)
<b>Job Purpose:</b>	To assist in all yard duties, to include loading and unloading of customer vehicles and suppliers' vehicles. Serve customers and keep the yard clean and tidy.

### **Key responsibilities and accountabilities:**

- Load customer vehicles safely
- Unload supplier vehicles safely
- Safely operate the forklift truck
- Check supplier delivery notes against actual delivered goods received
- Ensure all returns have a debit note and supplier return attached, and consult with the Branch Administrator if the relevant paperwork is absent
- Items to return to be stored in the supplier returns bay awaiting collection
- Assist the Yard Supervisor/Manager in day to day duties
- Ensure the yard area and entrance is kept clean, tidy and safe at all times and ensure that goods are maintained appropriately
- Responsible for delivering excellent customer service

### **Further responsibilities**

- Adhere to all company policies and procedures, to include the Company Dress Code Policy, Standards of Performance Policy and Health and Safety Policy.

## Person Specification

**John Nicholls is a family run business that has been established for over 50 years. Whilst the company has expanded over the years with a current turnover of £50 million, the company's family values remain embedded within the organisation, always ensuring constant delivery in terms of both the quality of its products and its customer service.**

### Person specification

- Committed to delivering the best possible customer service
- Must hold a valid Counterbalance Forklift licence
- Report any Health and Safety issues to the Line Manager
- Health and Safety basic awareness required
- Bantam training desirable
- Shunt training desirable