

**Mentor Lumber and Supply Company  
Position Description**

**Job Title:** Customer Service Representative  
**Department:** Wholesale Yard  
**Reports To:** Customer Service Lead  
**FLSA Status:** Non-exempt  
**Date:** 12/2020

*Final: June 2021*

---

**SUMMARY**

Promptly, professionally, and efficiently provide assistance with Mentor Wholesale customers' material purchases, answer questions regarding products and maintain a professional, organized appearance of the Wholesale area.

**ESSENTIAL JOB FUNCTIONS** include the following. Other duties may be assigned.

- \* Provides prompt and courteous customer service.
- \* Pull orders for customer pick up in an accurate and timely manner.
- \* Pull orders for Chardon transfers.
- \* Listen and respond appropriately to customer issues.
- \* Provide a high level of customer service for both retail and professional trade customers.
- \* Maintain a clean environment including warehouses, racks, bins, and open areas.
- \* Confirms returns to stock and credit returns that had been picked up by drivers or brought in by a customer.
- \* Assists receiving crew with unloading of large window orders.
- \* Confirms tallies on units of material unloaded into stock in building 7 and 8.
- \* Accompanies driver on delivery if assistance is needed.
- \* Restocks buildings 7 and 8.
- \* Completes trash runs for buildings 5, 6, 7 and 8.
- \* Promptly and accurately reports any changes or discrepancies to the Customer Service Lead.
- \* Maintains familiarity of all inventory items, a general understanding of all stock material uses, and their respective locations.
- \* Practices proper material handling techniques to reduce damage to goods.
- \* Performs duties of Loader, Bunker, Driver or Receiver when necessary.
- \* Assists with the training and orientation of new team members.
- \* Assists in maintaining neat and orderly stock areas and vehicles.

\* Continuously and consistently adheres to all company safety policies and procedures, wearing Personal Protective Equipment.

\* Responsible for the maintenance of positive relations with co-workers, customers, vendors, etc.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

#### **LANGUAGE SKILLS**

Ability to read and comprehend simple instruction, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **REASONING ABILITY**

Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

#### **OTHER SKILLS AND ABILITIES**

Ability to operate a forklift and banding machine.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current and valid Ohio class "B" CDL license (at minimum)

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 100 pounds and frequently lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representatives of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to high, precarious places and vibration. The employee is occasionally exposed to moving mechanical parts, fumes, or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is usually loud.

**SAFETY PRECAUTIONS:**

Required safety attire: steel-toe boots, work gloves, safety glasses while using any saw or as needed. High Visibility vest as needed. Hard hat when needed.

I have reviewed and understand the duties and responsibilities outlined in this position description.

---

Employee Signature

---

Date

