

Position Objective and Responsibilities

Job Title: Yard Supervisor

Reports To: _____ in the
_____ department.

Position Objective

To supervise the yard in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The yard supervisor's responsibilities involve supervising yard activities, sales and service, maintenance, and other duties as assigned by management.

The yard supervisor will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Yard Supervision

Yard supervision involves assisting in maintaining inventory, receiving inventories, and delivering sales.

Assist in maintaining inventory

1. Assist the department manager in monitoring inventory levels daily and report lows as necessary
2. Maintain clean and orderly inventory and yard area
3. Arrange seasonal material

Receive inventory and deliver sales

1. Unload incoming freight
2. Check all in-shipments for accuracy against the bill of lading; check packing slips for proper quantity; and note any damage
3. Load and deliver all sales in a timely manner

Sales and Service

Sales and service involves providing customer service that will result in greater sales.

1. Greet customers promptly and courteously with a friendly smile and a hello, and thank them for their business
2. Assist customers with unloading and loading
3. Promptly and courteously answer the phone
4. Work with customers to resolve problems and report complaints to your supervisor
5. Suggest other items for purchase, when appropriate
6. Actively work to increase personal skills and knowledge
7. Attend product, merchandising, and cooperative meetings as requested
8. Bill accurately and clearly communicate details of delivery
9. Wear a clean uniform and be neat
10. Lose no customers due to the quality of service provided by the department

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly yard
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The yard supervisor will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

Uphold cooperative policies

1. Uphold all cooperative policies

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current