



Job Description: Yard Team Member

Reporting to: Yard Supervisor

General Description:

The main objective of the position is to be responsible for undertaking a variety of tasks ranging from goods inwards and stock rotation, through to the maintenance of the yard area in accordance with company guidelines.

Overview of the Position:

To integrate as a member of the Yard Team and be dedicated to giving excellent levels of service to our members and customers.

Responsibilities will include:

Sales;

- Assist in maximising sales opportunities through the consistent delivery of exemplary Customer Service.
- Where applicable, become proficient in all aspects of counter duties and to carry out these duties in an efficient & helpful manner.
- Gain a general knowledge of all products supplied by the company, and where applicable, in-depth knowledge of product ranges for which you have category responsibilities.
- Investigate, understand and offer solutions to out of stock situations.
- Ensure that categories are correctly merchandised and well presented.
- Ensure all external areas are maintain to a high standard of presentation.
- Answer all customer queries promptly and with exceptional customer service.
- Assist in the selection/ picking of goods for delivery.

Customer service;

- Ensure excellent standards of service & satisfaction are consistently delivered to both internal and external customers
- Answer all customer queries promptly and with exceptional customer service.
- Where applicable, become proficient in all aspects of counter duties and to carry out these duties in an efficient & helpful manner.
- Where applicable, ensure that all phone calls are answered promptly, to company standard, and dealt with in a polite and efficient manner.

Human Resource;

- Be responsible for developing your own customer service skills through training courses, development reviews and discussion with your management team.
- Support and assist in the training of other team members.

Stock Control;

- Assist in maintaining the integrity of the stock file through implementation of the correct procedures with receiving stock & loading of stock
- Ensure that all deliveries of goods are checked in detail against the associated order and delivery note.
- Ensure that gap investigation is correctly completed and missing stock properly investigated.
- Review stock levels seasonally and adjust in line with the needs of the business.



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- Assist the management team with stock taking of branch products to maintain stock file accuracy, as per the relevant schedule.

Cost Control;

- Become proficient in all aspects and implementation of correct company procedures.

Personal Specification:

Requirement	Essential	Desirable
Qualifications;		
NVQ or equivalent in retail		✓
Forklift Truck licence		✓
Experience;		
Previous retail experience		✓
Previous experience working in a yard environment		✓
Farming background or interest in agriculture	✓	
Knowledge / Skills;		
Good communication and interpersonal skills	✓	
Strong retail disciplines with a passion for customer service	✓	
Good IT skills	✓	
Ability to work under pressure	✓	
Awareness of Data Protection / GDPR	✓	
Health and Safety awareness	✓	
Personal Attributes;		
Confident	✓	
Self-motivated and able to use initiative	✓	
Friendly	✓	
Enthusiastic	✓	
Flexible approach	✓	

Behaviours for the role and in line with the Mole Way:

- **Put Customers First** – being approachable, respectful, and friendly. Providing an unparalleled customer experience. Placing the customer at the heart of the business process.
- **Be Honest** – being genuine, fair, and trustworthy. Operating professionally whilst communicating openly in a positive manner. Face challenges and issues but driving change and building sustainable relationships.
- **Show Commitment** – being attentive, supportive, and loyal. Working to achieve results and sharing clear directions and goals. Collaborating with teams within the business to embrace change to achieve results.



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- **Be knowledgeable** – being informed, dedicated and authoritative. Recognising that the development of capability drives business success. Takes action to establish a high-performance, engagement culture within the organisation.
- **Be courageous** – being challenging, passionate and creative. Being innovative and creative and delivers on commitments, uses flair and passion to drive change.
- **Offer solutions** – being innovative, informed, and progressive. Understands how their activities fit with business plans and analyses what is required to deliver effective outcomes. achieves high quality outcomes in appropriate timescales and identifies ways to improve effectiveness and efficiency.

General:

- To deal with telephone calls internally and externally in a cheerful and pleasant manner following the company protocol.
- Be aware of and comply with company procedures and instructions and all staff notices which will be displayed on the works notice board.
- Be aware of and act in accordance with good health and safety practices, fire and first aid procedures including the wearing of protective clothing where applicable.
- Be present and ready to commence work at the specified time each day and to continue to work effectively until the specified time to leave.
- To be alert to the ongoing requirements of security on our sites and report any suspicious actions or occurrences to the manager without delay.
- To recognise and protect the confidentiality of any and all information pertaining to the operations of the company.
- To be a conscientious member of staff and be prepared to be flexible in carrying out any other duties that may be required from time to time.
- To observe at all times the requirements of the terms and conditions of your employment.

This role may be required to work additional hours as per the demands of the role. This job description covers the main requirements, but it is not exhaustive and may be subject to changes of definition as may become necessary from time to time.