



Customer Service Representative (Yard) at Mentor Lumber & Supply Co. Locations: Mentor & Chardon
Industry: Lumber & Building Materials
Job Type: Full-Time

About Mentor Lumber

For over 100 years, Mentor Lumber & Supply Co. has been the trusted partner in Northeast Ohio's building community. We are more than just a lumber yard—we are a team of professionals dedicated to delivering top-notch customer service, quality products, and operational excellence. We're looking for a reliable and hardworking **Customer Service Representative (Yard)** to join our team and contribute to the ongoing success of our company.

What You'll Do:

As a **Customer Service Representative (Yard)**, you will play a crucial role in ensuring the efficient, safe, and organized operation of our lumber yard. You'll be responsible for handling, loading, and unloading materials, maintaining inventory, and delivering excellent service to both internal teams and customers. You will also be integral in maintaining a clean and safe work environment that aligns with our commitment to safety and operational excellence.

Key Responsibilities:

- **Material Handling:** Load and unload materials onto pallets, racks, and shelves; safely transport materials to and from storage areas.
- **Customer Service:** Provide prompt, professional assistance to customers, including helping load materials for pickup.
- **Inventory Management:** Keep track of inventory and ensure materials are well organized in the yard.
- **Forklift Operation:** Safely operate forklifts, pallet jacks, and carts to move materials within the yard and warehouse.
- **Safety and Organization:** Consistently adhere to all safety protocols, wearing appropriate PPE, and ensuring a clean and safe working environment.

- **Receiving and Shipping:** Accurately receive vendor shipments, unloading rail cars and trucks, and storing materials in the correct locations.
 - **Material Preparation:** Prepare for incoming shipments by rotating stock and ensuring that materials are ready for customer orders.
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What We're Looking For:

- **Experience:** Prior experience in material handling or working in a warehouse environment is preferred, but not required.
- **Strong Work Ethic:** Ability to work efficiently and maintain focus on safety, organization, and customer satisfaction.
- **Customer-Focused:** A professional and friendly demeanor with a strong commitment to providing excellent service to customers.
- **Physical Stamina:** Ability to lift and move up to 100 pounds regularly and work in varying weather conditions.
- **Team Player:** Positive attitude and willingness to contribute to the success of the team and the company.
- **Forklift Certification (Preferred):** Ability to operate a forklift or willingness to be trained on equipment.

Education or Experience:

- High school diploma or equivalent (GED).
 - 1-3 months of related experience or training preferred.
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Why Mentor Lumber?

- **Competitive Compensation:** Attractive salary with performance-based bonuses to reward your hard work.
- **Generous Benefits Package:** Health, dental, and vision insurance to keep you and your family healthy.
- **401k and Profit Sharing**
- **Vacation & Time Off:** Paid Vacation, Personal Days and Holiday Pay
- **Career Growth:** Opportunities for professional development and advancement within a growing company.

- **Collaborative Culture:** Be part of a tight-knit team where **Excellence, Teamwork, and Respect** are at the core of everything we do.
 - **Proud Legacy:** Work for a company with a century-long tradition of success, quality, and customer satisfaction.
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How to Apply:

Apply on LinkedIn, Glassdoor, Indeed or send your resume to our HR Manager at HR@mentorlumber.com.