Cannonsburg Wood Products  
Job Description  

Job Title: Customer Service Representative  
Department: Sales  
Reports To: Dave Powers Sr.  
FLSA Status: Non-Exempt  
Prepared By:  
Prepared Date:  
Approved By:  
Approved Date:  

Summary  Interviews customers and records interview information into computer for customer service by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- deal directly with customers either by telephone, electronically or face to face  
- respond promptly to customer inquiries  
- handle and resolve customer complaints  
- obtain and evaluate all relevant information to handle inquiries and complaints  
- perform customer verifications  
- process orders, forms, applications and requests  
- direct requests and unresolved issues to the designated resource  
- manage customers' accounts  
- keep records of customer interactions and transactions  
- record details of inquiries, comments and complaints  
- record details of actions taken  
- manage administration  
- communicate and coordinate with internal departments  
- follow up on customer interactions

Education and/or Experience

One year related customer service experience; or equivalent combination of education and experience.

- High school diploma, general education degree or equivalent  
- knowledge of customer service principles and practices  
- knowledge of relevant computer applications  
- ability to type  
- knowledge of administrative procedures  
- numeric, oral and written language applications
Qualifications

- interpersonal skills
- communication skills - verbal and written
- listening skills
- problem analysis and problem-solving
- attention to detail and accuracy
- data collection and ordering
- customer service orientation
- adaptability
- initiative
- stress tolerance
- Ability to multi task
- Must work efficiently in fast paced environment

Mathematical Skills

Ability to calculate figures and amounts such as discounts, percentages, area, and volume.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet; Access, Microsoft programs: Word, Excel, Outlook

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 this 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 sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative 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 functions.

The noise level in the work environment is usually moderate.
Cannonsburg Wood Products
Job Description

Job Title: Semi-Truck Driver - Mulch
Department: Mulch
Reports To: Dave Powers Jr.
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Summary
Drives gasoline or diesel powered tractor trailer combination to transport and deliver products, livestock, or materials in liquid, loose, or packaged form by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Drives truck to destination.

Inspects truck for defects before and after trips and submits report indicating truck condition.

Maintains driver log according to I.C. regulations.

Assists workers in loading and unloading mulch into truck, including raking it into corners.

Supervisory Responsibilities
This job has no supervisory responsibilities.

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

**Certificates, Licenses, Registrations**

CDL Class A drivers license

**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 this 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 sit and talk or hear. The employee is frequently required to climb or balance. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative 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 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. The employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.
Cannonsburg Wood Products
Job Description

Job Title: Loader Operator
Department: Mulch
Reports To: Dave Powers Jr.
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Summary Operates tractor type vehicle equipped with front mounted hydraulically powered bucket or scoop to lift and transport bulk materials to and from storage or processing areas, to feed conveyors, hoppers, or chutes, and to load trucks by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Starts engine, shifts gears, presses pedals, and turns steering wheel to operate loader and grapple.

Moves levers to lower and tilt bucket and drives front-end loader forward to force bucket into bulk material.

Moves levers to raise and tilt bucket when filled, drives vehicle to work site, and moves levers to dump material.

Keeps mulch piles pushed up keeping spread at a minimum.

Loads mulch color machine according to daily orders.

Performs routine maintenance on loader and grapple such as lubricating, fueling, and cleaning.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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 instructions, 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 common sense 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 effectively supervise others on occasion, in absence of manager.

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 this 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 sit. The employee is occasionally required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Should be able to lift screens on grinder machine.

Work Environment The work environment characteristics described here are representative 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 functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to high, precarious places; risk of electrical shock and vibration. The noise level in the work environment is usually loud.
Cannonsburg Wood Products
Job Description

Job Title: Delivery Truck Driver - B
Department: Mulch
Reports To: Dave Powers Jr.
FLSA Status: Non-Exempt
Prepared By: 
Prepared Date: 
Approved By: 
Approved Date: 

Summary Drives truck over established route to deliver products by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

After truck is loaded, rake mulch into corners of truck bed to distribute the weight.

Drives truck to deliver mulch to customer's place of business.

Records transactions on customer receipt.

Records sales or deliveries information on daily sales or delivery record.

Collects or picks up empty containers.

Loads truck.

Issues or obtains customer signature on receipt for pickup or delivery.

Cleans inside of truck.

Performs routine maintenance on truck.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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

Certificates, Licenses, Registrations

CDL Class B drivers license

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 this 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 sit and talk or hear. The employee is frequently required to climb or balance. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative 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 functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.
Cannonsburg Wood Products
Job Description

Job Title: Hi-Lo Operator & Team Leader
Department: Pallets
Reports To: Dave Powers Jr.
FLSA Status: Non-Exempt

Summary Drives industrial truck equipped with lifting devices such as forklift, boom, or scoop, to push, pull, lift, stack, tier, or move products, equipment, or materials by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Moves levers and presses pedals to drive truck and control movement of lifting apparatus.

Positions forks, lifting platform, or other lifting device under, over, or around loaded pallets, skids, or materials and transports load to designated area.

Unloads and stacks pallets by raising and lowering lifting device.

Inventories materials, and obtains necessary materials as needed.

Weighs materials or loads and records weight on tags, labels, or schedules.

Loads or unloads pallets.

Lubricates truck, recharges batteries, fills fuel tank, or replaces liquefied gas tank.

Supervisory Responsibilities

Directly supervises three employees in the Pallet Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

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

**Certificates, Licenses, Registrations**

Hi Lo License

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

**Work Environment** The work environment characteristics described here are representative 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 functions.

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