UNIQUE
WOOD PRODUCTS

WILL-CALL ASSOCIATE

Yard Counter & Customer Pickup Opportunity

CRAFTED IN-HOUSE · SERVICE-DRIVEN · TRADE-PROVEN

POSITION OVERVIEW

Unique Wood Products is hiring a Will-Call Associate to run the customer pickup counter at our NW Houston yard on Tanner Rd. You're the last set of eyes on every order before a customer drives away — pulling the staged order, verifying count and quality, and helping load. The customer is often a builder or trim crew lead heading straight to a job in The Woodlands, Katy, or Cypress; getting it right at the counter saves their day.

Success in this position means zero wrong-order returns, fast turnaround at the counter, and trade customers who come back to UWP because the will-call experience is sharper than the competition.

CUSTOMER SERVICE & ORDER VERIFICATION

- ☑ Greet trade and walk-in customers at the will-call counter
- ☑ Pull the staged order from the Will-Call Zone — never fresh from stock
- ☑ Verify count, species, and grade against the pull ticket before release
- ☑ Catch mistakes at the yard, not 30 miles down the road
- ☑ Handle the customer-facing side of returns, swaps, and shortages

YARD & WILL-CALL ZONE

- ☑ Keep the Will-Call Zone organized, tagged, and aisle-clear
- ☑ Return un-pulled material to stock cleanly
- ☑ Communicate shortages and overages to the Operations Manager
- ☑ Coordinate with production and the sales floor on staging

LOADING & YARD SAFETY

- ☑ Help customers load their vehicles safely
- ☑ Use corner protectors before any strap goes over finished product
- ☑ Operate forklift if certified (in-house cert provided)
- ☑ Keep aisles, exits, and forklift travel paths clear at all times

IDEAL QUALIFICATIONS

- ☐ Customer-service mindset — trade customers, in trade language
- ☐ Reads pull tickets, pack lists, and tape to 1/16"
- ☐ Bilingual EN / ES strongly preferred
- ☐ Reliable, dependable, owns the counter
- ☐ Forklift cert a plus (we will train and certify)
- ☐ Basic stair-parts / moulding familiarity a plus

- ☑ Zero wrong-order returns
- ☑ Fast, accurate counter turnaround
- ☑ Repeat trade customers who pick UWP first
- ☑ Finished product loaded without damage
- ☑ Organized, scannable Will-Call Zone
- ☑ Clean handoffs between production and pickup

HOW TO APPLY
uniquewoodproducts.com/careers

WALK-IN
9915 Tanner Road, Houston TX 77041