



# Customer Service Forklift Driver Job Description

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**JOB TITLE:** Customer Service Forklift Driver

**EXEMPT:** No

**REPORTS TO:** Logistics Manager

**DATE:** 05/08/2026

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**POSITION SUMMARY:** The Customer Service Forklift Driver is responsible for supporting daily warehouse operations while delivering a high level of customer service. This role coordinates closely with customer service to accurately prepare, stage, and load orders for shipment or customer pickup. Responsibilities also include organizing freight shipments, handling unscheduled incoming deliveries, supporting inventory counts and audits, and maintaining a clean, safe, and compliant work environment. Strong attention to detail, communication skills, and a commitment to safety and service excellence are essential for success in this role.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include the following as well as other duties and responsibilities that may be assigned.

- Operate forklifts and material handling equipment to load, unload, move, and stack products efficiently and safely.
- Coordinate with the customer service team to prioritize and prepare orders for timely shipment or pickup.
- Maintain accurate records of incoming and outgoing inventory, including inspection and documentation.
- Assist with customer pickups and deliveries, providing professional and friendly experience.
- Identify and resolve any order discrepancies or damaged goods.
- Help ensure the warehouse is clean, organized, and compliant with safety regulations.
- Support warehouse cycle counts, and inventory audits as required.
- Prepare and organize customer pickup orders, including both palletized shipments and individual boxed items.
- Coordinate freight shipments, which can be time-intensive and require detailed setup. Shipments may include multiple items consolidated on a single pallet or smaller single-box orders.
- Pull and stage product samples for the Customer Service and Sales teams to support customer requests.
- Manage and process unscheduled or unexpected deliveries from Mexico, ensuring proper handling and documentation.
- Receive, track, and store company-owned materials designated for other warehouse locations that are delivered to the F&W facility.
- Follow Sambrailo Packaging's safety policies, quality standards, and company procedures at all times.
- Perform additional tasks and responsibilities as assigned.

**QUALIFICATION REQUIREMENTS:**

- High school diploma or equivalent preferred.
- 1–2 years of forklift experience (certification required or ability to become certified).
- Strong communication skills and a customer-first attitude.
- Familiarity with inventory systems or basic data entry a plus.
- Team-oriented with a proactive, problem-solving mindset.

**ENVIRONMENT:**

- Warehouse and production floor environment; may involve exposure to varying temperatures.
- Must be able to wear appropriate PPE and operate equipment safely.

**PHYSICAL DEMANDS:**

- Ability to lift to 75 lbs. and perform repetitive physical tasks.