



POSITION SUMMARY STATEMENT

The Customer Service, Returns Representative takes calls from customers and sales representatives to process return orders.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Talks with customers and sales representatives by phone and receives requests for returns
- Review, approve, and process return orders received via phone, email, and/or fax into computer system
- Reviews and researches requests to determine if product is eligible for return and applies applicable discounts
- Interfaces directly with various departments including Credit Department & Distribution Center
- Issues return authorizations
- Investigates problems with shipping, order entry errors, and shortage claims
- Tracks order via FedEx, UPS, and other carriers
- Keeps record of work completed

MINIMUM QUALIFICATIONS:

EDUCATION/EXPERIENCE:

- Minimum 1 year relevant experience
- Customer service/ account payable experience
- Associates degree or equivalent preferred
- SAP experience strongly preferred
- Strong written and verbal communication skills
- Ability to multi-task and prioritize to meet deadlines and department results
- Good computer skills: Microsoft Suite (Word, Excel, Outlook, PowerPoint), Lotus Notes and SAP

COMPETENCIES:

- Communication, Customer Service, Detail Oriented, Honesty & Integrity, Organization, Professionalism, Results Oriented, Solution Oriented, Teamwork, Time Management