

JOB TITLE: **PRODUCT RETURNS CLERK**
Department: Credit & Returns / Accounting Department
Salary: DOEE
Date: September 28, 2018
Reports to: Credit and Returns Supervisor and VP/Controller

Position Summary: Responsible for processing of returns and issuing of credits/refunds.

Job Duties:

1. Receives all documentation related to issuance of credit requests from CSA, sales representatives and customers via email, fax or phone call.
2. Sorts all requests per date, chain accounts, credit reasons and payment terms.
3. Examines and analyzes the nature/reason of the request before processing the credit.
4. Coordinates with Customer Service & Inventory department personnel in relation to call tags and credit requests.
5. Communicates with sales representatives and / or customers via email or phone when needed.
6. Maintains various files and records in an organized manner.
7. Protects organization's values by keeping learned information confidential.
8. Performs any other related duties as may be required.

Job Requirements:

- Some college work with accounting subjects
- Minimum of two (2) years experience in Credit>Returns & Accounts Receivable required.
- Excellent communication skills
- Must have the ability to multi-task, while maintaining composure and work in a fast-paced environment.
- General PC proficiency and data entry skills

Job Status: Temp-to-Hire.

Schedule: M-F, 8 hours (7:00 a.m. to 4:00 p.m., with up to one-hour unpaid meal break)

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 required to occasionally alternate between sitting and standing positions. The employee frequently is required to reach with hands and arms, use hands and fingers to handle controls, computer and mouse; talk and hear. The employee is occasionally required to walk, stand, stoop, and lift as required to file documents or store materials throughout the work day. Specific vision abilities required by this job include close

vision and the ability to adjust focus. Proper lifting techniques required. May include lifting up to 25 pounds on occasion.

We are an equal opportunity employer.