

Product Return Coordinator

We are a leading manufacturer of residential and commercial electric heaters located in south Seattle with 180,000 sq ft of mfg space. We have been in business since 1958 and as we continue to grow, we need team members who want to play key roles in our future.

We know that we are fighting an uphill battle. Off shoring production is an ongoing trend for many American companies. However, here at King Electric, we believe there is meaning to the phrase “Made in America”. It means giving people a shot at accomplishing their dreams. It means that we take pride in the quality of our products. It means that we are scrappy, driven by quality, and ready to take on any challenge that comes our way. As we make mistakes, we fix them and learn from them quickly. It is not simply about building heaters, but building people that drives us every day to work hard, stand out, and move forward.

This role has primary responsibility for coordinating and processing all of our product returns. The successful candidate will administer the process from RMA creation to credit issuance as well as physically receive in the product, make quality status assessments and distribute the product back into the production organization. This position will report to the A/R Supervisor.

Position Responsibilities:

- Quickly respond to inquiries from customers via phone and e-mail.
- Process return requests from customers.
 - Process receipt of product returns and fill out proper forms for processing.
- - Verify and inspect all forms, reports and records relating to product returns.
- - Ensure customer satisfaction through handling of product returns and exchanges.
- - Maintain and manage a database of all product returns and exchanges.
- - Complete regular analysis of returns to identify trends and issues.
- - Process monthly returns to Vendors.
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- Set-up will call and trucks daily
- Assist with running will call orders on an “as needed” basis
- Unload incoming trucks and maintain accurate documentation of associated work
- Review open receipts and orders daily
- Verify that there are no shortages, overages, damages, etc. with product before clearing a driver

Knowledge, Skills, and Abilities

- Basic math and reading skills required.
- Must be able to occasionally lift and/or move up to 70 lbs.
- Ability to communicate and work in a fast-paced, team-oriented atmosphere.
- Customer service experience through both phone and personal interaction
- Forklift, stand up forklift, and/or Riding Pallet Jack experience preferred
- Basic computer experience. Comfortable in Microsoft environment.

Education and Experience

- At least 1 year customer service experience
- At least 1 year shipping experience
- High school Diploma or equivalent.

This job description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

We are an Equal Opportunity Employer. We will consider applicants for this position without regard to any category protected by applicable federal, state or local law, including but not limited to: race, color, religion, sex, national origin, age, physical or mental disability, genetic information, sexual orientation, veteran status or uniformed service member status.

King Electrical is a drug free workplace