JOB DESCRIPTION

POSITION TITLE
Returns Associate

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The Returns Associate will process product returns and information while supporting the warehouse staff and other departments within a 24/7, high-volume, fast-paced working environment. The Returns Associate will answer questions, input accurate return information on customer accounts and perform general warehouse duties, including material picks and deliveries, and warehouse cleanup.

JOB RESPONSIBILITIES
• Unpack returned merchandise, inspect package condition and assess paperwork sent in with return instructions for proper return procedures.
• Inspect returned merchandise, checking for quality and condition of product to determine return category.
• Receive merchandise, following all security and safety return procedures for each product type.
• Distribute returned items to their proper location considering all factors including the value of the product, its condition and type of return.
• Input clear customer account notes in internal computer systems, communicating return reasons, customer feedback and instructions to ensure accurate processing.
• Identify critical distribution issues and report them to the team lead/supervisor.
• Data entry as needed.
• Maintain a safe and organized work environment at all times.
• Other tasks as required to meet team goals.

SKILLS OR EXPERIENCE
• Actively support team concepts and effectively communicate with team members.
• Accurately follow directions, both written and verbal.
• Maintain individual productivity and quality standards according to department requirements.
• Focus and remain on task in a fast paced environment.
• Remain flexible to work overtime, which is mandatory.
• Attention to detail.

PREFERRED QUALIFICATIONS
• 1-2 years of prior returns or similar experience.
• Basic computer skills (e.g. personal computers, printers, email).
• Knowledge of warehouse operating procedures and protocol.
• Fluent verbal and written communication in English.
• Prior experience in a distribution, warehouse, or other inventory handling environment.
• Knowledge and ability to operate inventory control and related computer software.

EDUCATION
High school graduate or equivalent experience.
ABOUT LIQUIDATION CHANNEL
Liquidation Channel is a 24/7 TV shopping channel with more than 500+ employees. We are headquartered in Austin, TX, airing nationwide over 72 million homes via various satellite and cable networks, including live broadcast via www.liquidationchannel.com. We offer fine jewelry and fashion products, many of which are produced in our own factories in Asia. LC is looking for creative, passionate and energetic professionals who thrive on constant change and excel in fast paced team environments. Join LC and be part of a rapidly growing family friendly and socially responsible Company. Liquidation Channel provides excellent benefits including but not limited to; paid medical/dental/vision/AD&D, profit sharing, employee stock options, 401k, and a Hope scholarship for kids.

SPECIAL INSTRUCTIONS TO APPLICANTS
Please note that if we decide to extend an offer to you Liquidation Channel conducts a thorough background check and requires a drug test.

DEPARTMENT
Warehouse

JOB CATEGORY
Laborers and Helpers

JOB TYPE
Full Time

JOB CLOSING DATE
OPEN UNTIL FILLED

Liquidation Channel is an EEOC employer