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# Example of Return Agent Job Description

Our innovative and growing company is hiring for a return agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for return agent

* Organize the employee shelves as needed to assure ease of identifying employee orders and space for additional orders
* Perform audits on employee orders as directed and report to the Returns Supervisor
* Identify potential fraud and theft cases while handling employee orders and report them to the Returns Supervisor
* Other duties and responsibilities as assigned to support the Returns function
* Handle incoming and outgoing commercial, technical and logistics returns
* Administrative processing regarding acceptance or rejection of the inspected product or part in SAP
* Marking and separating of rejected products / batches in accordance with established procedures
* Create credit notes, replacement warranties or other solutions for the customer
* Liaise with sales associates, front office agents, factories, finance department and distribution center
* Ensure the proper analysis of the returned product

## Qualifications for return agent

* Starting wage is $11.00/hour plus opportunites for bonuses
* Minimum of 1 year customer service experience (retail preferred)
* Must be able to work in airport environment
* Must have had a US driver's license for a minimum of one year
* Must have a minimum of 1 years of Customer Service Experience
* Apart from religious observation, must be able to work a flexible schedule at 40 hours per week