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# Example of Return Agent Job Description

Our company is looking 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

* Conduct inspection of commercial or rebalancing return to allow to integrate them in sellable stock
* Analyze the primary causes of product defects and report it in follow up tools
* Ensure follow-up of return management by nature, cost, reference
* Is responsible for scrapping of product after decision and it’s follow-up
* Perform ad hoc quality inspection based on requests from front office
* Give regular feedback within the organization to prevent claims if possible and ensure customers will receive the parcel they expect
* Thank customers using the prescribed dialogue and inquire about service and satisfaction

## Qualifications for return agent

* Must be able to work in the LAKE BUENA VISTA/DISNEY area
* Specific schedule will be discussed with Manager in the interview, but apart from religious observation, must be able to work afternoons and evenings
* Must have no more than 2 moving violations and/or at fault accidents on driving record in the last 3 years
* Monday, Tuesday, Friday, Saturday 2pm - 8pm
* Must have availability to work a FULL TIME (40hrs/wk) flexible schedule that may include nights and weekends
* Must be willing to accept the starting pay of $10.60/hr (\*potential for monthly customer service incentives)