



Date: November 2009
Job Title: Returns Clerk
Department: Operations
Reports to: Quality Specialist
FLSA Class: Non-Exempt

General Summary:

This position is responsible for processing defective returns that are received in our warehouse from internal and external customers. This includes receiving returns, recording defects in ERP software and assisting with accommodation returns.

Key Responsibilities:

- Receives all customer (internal and external) returns with quality issues at our distribution center.
- Organizes and tracks returns on a daily basis.
- Validates customer returns with orders of record.
- Determines type of defects, based on quality standards set by KEEN and records these accordingly in the software provided.
- Works with Finance, Credit, Dealer Services and Consumer Relations to solve any outstanding or unresolved returns.
- Occasionally assist Warehouse Specialist to inspect quality on inbound and received goods.
- Acts as a liaison between KEEN and the Warehouse.
- All other tasks and duties as assigned – or whatever it takes to get it done.

Leadership/Cultural Responsibilities:

- Uses effective communication and listening skills
- Contributes to an environment of trust and mutual respect
- Maintains a strong commitment to the team
- Seeks Innovation



Knowledge/Skills Required:

- High School Diploma
- Minimum of one (1) year of work experience in customer service, consumer care or returns. Industry experience a plus.
- Detail orientation with outstanding follow-through.
- Excellent interpersonal, verbal and written communication skills.
- Ability to handle constant shifting of priorities and to anticipate and resolve problems.
- Fast-acting and capable of adapting quickly to change.
- Ability to solve problems with high energy and a positive attitude.
- Ability to interact/communicate successfully with all levels within KEEN and with colleagues outside the Company.
- Proficiency with MS Windows software, particularly Excel and Outlook. Willing to learn additional software applications as required.

Physical Requirements:

- Able to perform in a warehouse environment where sitting, standing and repetitive movements may be necessary.
- Able to lift/move up to 50 pounds.

Employee Conduct: It is the responsibility of every employee to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, customers and partners.