



RMA & Logistics Administrator

Overview

Eurotech is a specialist distributor that has carved out its niche by building brands in the UK. Forming close partnerships with a select few IT manufacturers, we act as their exclusive representation and take responsibility for all elements required to create a successful brand.

Reporting to the Warehouse Manager, and working closely with Customer Services, Finance and Sales, this full-time role is crucial to ensure we effectively manage our customer and vendor relationships, while minimising the impact of product returns.

Role & Responsibilities

This role is primarily an administrative role, with the following responsibilities across our portfolio of suppliers.

RMA/RFC Management

- Issue and advise new RMA numbers to end users and dealers.
- Organise and dispatch end user and dealer replacement goods.
- Liaise with vendors to return and process credit of faulty goods.
- Raise all 'return for credits', liaising with Customer Service and Supplier to make sure deliveries are collected.
- Check and process all credit notes.

Distribution & Transport

- Coordinate with Warehouse and Account Manager to agree available stock and plan customer deliveries.
- Contact customer warehouse to agree delivery slot for those customers requiring booking in.
- National Retailers - Informing planner of shipping schedule and any changes required.
- Creation of new product barcodes.

Operations

- Provide services telephone cover.
- Materials ordering as required, e.g. boxes and warehouse consumables.
- Create and print labels and ad-hoc documents.
- General assistance to the Technical Director and Operations department.

Skills & Experience

The successful candidate will be able to demonstrate:

- A positive, flexible, can-do attitude.
- The ability to self-manage.
- Confidence when communicating with people at all levels of the business.
- Good PC skills with a keen eye for detail.
- Ability to research and present solutions to problems.
- Some relevant experience in a similar role.

To apply please post or email your CV and a covering letter to Paul Christie at paulc@eurotech.co.uk