

Position Title: Reverse Logistics Assistant	Department: Customer Relation	Reports To: Reverse Logistics Mgr.
Level: Entry	FLSA Status: Hourly	Supervisory Requirements: N/A
<p>Role Summary: Drives resolution of open issues that impact the customer experience, with a focus on speed, accuracy, and care. Supports returns, claims, repairs, and supplier error corrections while serving as a key connection point between customers, suppliers, and internal teams to keep communication clear and outcomes positive.</p>		
<p>Essential Functions:</p> <ul style="list-style-type: none"> Review supplier order confirmations and keep ERP data accurate by working with regional order coordinators to resolve discrepancies before updates are made. Generate customer orders, shop orders, and sales quotations to facilitate timely resolution of warranty and non-warranty cases. Proactively track cases, sales quotations, customer orders, and RMAs to ensure continuous progress on open items awaiting internal, customer, or supplier action. Execute assigned responsibilities within defined timelines while upholding quality and performance metrics. Work cross-functionally with suppliers, customers, and internal teams to collect necessary information and documentation, ensuring accurate and current records. Apply established resolution processes to assigned tasks, supporting on-time completion of department cases. Keep detailed and accurate meeting records, capturing decisions, action items, and next steps to ensure timely follow-through. Participate in cross-functional training to ensure operational continuity and provide coverage for critical tasks across departments as needed. Deliver weekly status updates to customers and internal stakeholders on open matters and case progress. Ensure compliance with ISO 9001 or other quality management system requirements 		
<p>Qualifications:</p> <ul style="list-style-type: none"> Detail-oriented with the ability to multitask. Strong written and verbal communication skills. Proven problem-solving, organization, and time management skills. Self-motivated, collaborative team player. Proficient in Microsoft Office and business systems (ERP experience a plus). We value skills, curiosity, and real-world experience. Relevant experience in reverse logistics, returns, quality, supply chain, or operations is preferred. A degree or formal education is a plus but not required. 		
<p>Physical & Work Requirements:</p> <ul style="list-style-type: none"> Office and warehouse interaction as needed. Occasional lifting of returned products or tools with support and/or equipment. Ability to manage multiple priorities in a fast-paced environment. 		
<p>Environment:</p> <p>Our workplace combines office and manufacturing operations in a collaborative, safety- and quality-focused environment. We're committed to a respectful culture that encourages open communication, continuous learning, and professional growth. Leadership maintains an open-door policy to support team members day to day.</p>		

All duties and responsibilities are essential job functions and requirements of this position. These are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the team members will possess the skills, aptitudes and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skill and abilities for this position. This in no way states or implies that these are the only duties to be performed by the team members(s). Team members will be required to follow any other job-related assignments, instructions and duties instructed by authorized personnel. This document does not create an employment contract, implied or otherwise other than an "at will" relationship.

Employee Signature

Employee Name (Printed)

Date

Manager Signature

Manager Name (Printed)

Date