



EXCHANGED GOODS RETURN COORDINATOR, CASUAL PART TIME

20-24 hours per week

PITTSBURGH DIVISION • WARRENDALE, PA 15086

Gosiger, Inc., one of the nation's largest machine tool distributors, is a third-generation, family owned business, founded in 1922 and headquartered in Dayton, Ohio. With over 425 employees in 12 offices Gosiger, Inc. provides sales, engineering, parts and service support services for high precision CNC machine tools.

The position exists to attend to the daily receiving, packing and shipping duties. This position also is responsible for tracking, follow-up and return duties for repair by exchange items between the Gosiger facilities and Haas Automation.

ESSENTIAL RESPONSIBILITIES:

1. Manage returns for exchange goods (RMA's.). Follow up directly with customers when defective is not received.
2. Tracks RMAs, and credits in SAP/MAS to ensure that the vendor shortage report and Gosiger record's are accurate and match .
3. Ensures that returned goods from customer sales orders (RMA's) are handled in accordance with division policy.
4. Ensures that returned goods from Service Technicians are handled in accordance with division policy.
5. Works with parts planners to ensure that all returned goods are processed in a timely manner.
6. Work with the accounting group to make sure that credits for returned goods are properly issued and that customer receivables reflect the proper credits.
7. Keeps work area neat and orderly, maintaining a clean work environment.
8. Continuously reviews current processes and procedures that make it easy for internal/external customers to do business with department/division. Ensures processes and procedures allow efficiency in work performed.
9. Based on business need; assists, supports and/or performs other job functions within department or other work area's within scope and ability.
10. Responsible for maintaining current technical, interpersonal, and communication skills through continuous development. Progressive development of skills should be cultivated through further education, seminars, company training and other external resources such as reading material.

ESSENTIAL REQUIREMENTS:

1. Must have high school education or equivalent experience.
2. Must have good organizational skills with a demonstrated propensity for attention to detail.
3. Must have basic computer skills needed to manipulate job-related software/programs.
4. Demonstrated self-starter with proven good attendance record and social skills needed to work productively in a group environment.
5. Demonstrated application and commitment to customer satisfaction.

We offer a competitive compensation package commensurate with experience and education, and an excellent benefit package.

Phone: (310) 381-0750

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Visit our website at www.haasfactoryoutlet.com

**If you are interested in this position,
please send your resume via email to
HR@Gosiger.com.**