

More than a job. We make the **DIFFERENCE.**

JOIN CSM!



To strengthen our Returns team, our fast-growing company is currently seeking a highly motivated and enthusiastic

Returns Assistant

Main responsibilities

- Follows step by step instructions to send out return kits (paperwork, shippers) and processes returns
- Reviews documents for accuracy, proper documentation, and compares to the physical product to ensure there are no discrepancies
- Maintains the inventory forms organized by project
- Works with the Returns Manager to address and resolve paperwork and inventory discrepancies
- Assists in the physical count of inventory at the close out of a project
- Learns and adheres to Good Documentation Practices (GDP), current Good Manufacturing Practices (cGMP), and CSM's Standard Operating Procedures (SOPs)
- Performs other related job duties or responsibilities as assigned

Education and Experience

- High School diploma or GED required
- 6 months experience working within an office setting or medical field
- Preferred experience with Standard Operating Procedures (SOPs), current Good Manufacturing Practices (cGMP), or Good Documentation Practices (GDP)

Skills

- Ability to work independently or within a team
- Detail oriented to produce timely and accurate work
- Excellent oral, written, and interpersonal communication skills with active listening ability
- Self-motivated with exceptional time management skills to prioritize work and efficiently react to change in a fast-paced environment
- Maintain a high regard for confidentiality while dealing with all clients, proprietary, and pharmaceutical related information
- Microsoft Office Products: Word, Excel, Outlook
- Internet Explorer and basic computer knowledge
- Office Equipment: Telephone, calculator, photocopier, fax, and scanning machines
- Other Facility Equipment

At CSM, we understand our work within the clinical trial process could not happen without our dedicated employees. That's why we are striving to provide our employees with a challenging working environment which still promotes a work-life balance. We provide competitive compensation and a complete benefits package.

If you have the desire to play your part in making a difference in the lives of patients participating in clinical trials, we want you to apply today by submitting your resume to: hr@csmondemand.com

Delivering First Class Clinical Packaging Solutions

CSM is a global company with five sites across the U.S. and Europe dedicated to clinical trial supplies. Our innovative solutions highlight our flexibility in managing our clients' clinical trials and allow us to efficiently and quickly deliver medicines to patients in need.

CSM is designed to be agile, which means 100% of our infrastructure is dedicated to making sure our clients' investigational medical products are packaged, labeled, and shipped on time and with the highest regard for quality.
