

# JOB DESCRIPTIONS SHOULD SAY "WHAT"

## PURPOSE

### Job Description

<b>Job Title:</b> Customer Service Returns Specialist II <b>Job Grade:</b> J16 <b>Reports to:</b> Supervisor, Distribution <b>Supervises:</b> None <b>Ed/Exp:</b> HS/3 Year <b>Lic/Cert:</b> None	<b>Job Code:</b> JN5211 <b>SJC Code:</b> TBD <b>EEO-1/Job Family:</b> Clerical <b>Created/Revised:</b> October 25, 2004 <b>Travel:</b> < 5% <b>Environment:</b> General Office
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**Objective:** To provide full-performance level processing of customer returns. To conduct initial customer contacts, the hands-on processing of returns, and follow-up with customers to confirm the receipt, disposition or return of products.

**Essential Functions:**

1. Responds to customer inquiries, prepares correspondence, coordinates customer needs, and serves as a customer contact on matters regarding...
2. Documents all customer comments to the product manager for follow up, and verifies problem resolution.
3. Provides technical direction to other Service Returns Specialist I positions, as directed.
4. Provides one-stop service for customer returns, including initiation of the RMA, handling credit, and verifying closure.
5. Reconciles the disposition of returned merchandise with the inventory of the inventory.
6. Coordinates with Sales & Marketing to ensure service can be provided.
7. Processes and coordinates customer returns, including vendor returns, and accurate record keeping.
8. Verifies and corrects, if possible, customer returns, including vendor returns, and accurate record keeping.
9. Adheres to established target and quality standards.
10. Perform inventory management.
11. Monitors customer service call standards.
12. Receives on-going training on design and procedures.
13. Develops and maintains productive relationships with internal sales/telemarketers, order fulfillment, product assembly, and credit. Develops and maintains relationships with external shipping companies, vendors, and customers.
14. Verifies resolution of reported discrepancies to designated management, as directed.
15. Perform other related duties, including special projects, as requested or required.

**Americans with Disabilities Act - If an employer uses job descriptions, they should be reviewed to make sure they accurately reflect the actual (essential and work related) functions of a job.**

**Education (including Licensure and Certification ) and Experience is "desired" not "required" unless the employer can empirically establish (PROVE) validity. In the absence of validity, postings must allow for an equivalent combination of related training, proficiency and experience.**

**Education/Experience:** Graduation from High School or equivalent, with an employment history in a retail or customer service environment, or the equivalent combination of related training, proficiency and experience. A college degree is desired. Three (3) or more years of experience working in a customer service environment, or related and equivalent experience and proficiency.

**Knowledge, Skills & Abilities:** Demonstrated proficiency performing in compliance to customer service and quality standards, which includes communicating customer service and quality standards to internal and external audiences. Demonstrated experience using Microsoft Office, with proficiency in Microsoft Outlook, Lotus Notes, or equivalent email client applications. Demonstrated experience promptly responding to and resolving questions from internal and external audiences regarding a diverse suite of company products, merchandise and services. Demonstrated proficiency explaining products and services of variable complexity to diverse audiences, which range from subject matter to non-subject matter experts. Demonstrated experience achieving/managing quality standards. Demonstrated effective and diplomatic oral and written communication skills, with diverse customer service and business development teams, management, and internal and external customers. Demonstrated experience

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successfully resolving customer service related conflicts, and with persuading and negotiating others to embrace strategies proposed.

**Licensure/Certification:** FAA private pilot license or ground school is desired.

**Performance Requirements:** Employee must comply with Jeppesen's policies and procedures, including but not limited to: attendance, harassment, EEO/AA, confidentiality, security, safety, conflict of interest, ethics, copyright and patent, and use of company equipment/products/services, etc.

**Physical Requirements:** Character and scope of essential functions require constant sitting, seeing, hearing, repetitive motion, and occasional lifting of general office materials [reams of paper, telephone books, flight manuals, binders, etc., typically weighing ten (60) pounds or less. **Employee must comply with safety and security requirements, and wear Personal Protective Equipment (PPE) as requested or required.**

# COMPLIANCE

The employer has a fiduciary (social, legal, etc.) responsibility to communicate and validate employee compliance to local, state and federal laws; and to protect all company assets, including staff. Employee's who refuse to report to work as scheduled, or who harass co-workers, or who refuse to wear protective equipment jeopardize their health and safety, and other employees, and the manufacture, delivery, and quality of company products, services and reputation - and are subject to termination.

## NOT "WHY"

"Why" is not of function of job descriptions. The employer has determined the justification (PURPOSE) for the position in pursuit of business objectives and/or governmental compliance. Incumbents who question (Why do I have to do this?) or refuse to perform the essential functions are at risk of termination for "failure to perform." The purpose for the position is not open for discussion.

## NOT "HOW"

"How" is not a function of job descriptions. A job description is not a "how-to manual." Appropriately, excluding apprentice and intern positions, the incumbent was hired because they already know "how" to perform the essential functions.

## NOT "WHEN"

"When" is a measurement and functions as a "job standard." Therefore, it should be captured and assessed during the employee's performance review.