

RMA / Returns Processing Job Description



Wholesale Cell Phones Distribution

TG Wireless is a leading distributor of quality technology products to businesses across the globe; we operate in an ethical, straightforward and focused manner, to bring vibrant growth and financial security to our team and our clients.

We place an emphasis on operating with integrity, and a passion for what we do, ensuring we provide suitable solutions for our clients, and with a team spirit of respect, support, and collaboration.

- Communicating with customers via e-mail and phone
- Providing resolution for customer issues and return authorization when necessary
- Testing and troubleshooting products
- Performing Quality Control Tasks
- Assisting with warehouse activities and production
- Other related tasks as needed by management

Requirements:

- Strong verbal & written communication skills
- Good understanding of technology hardware & software
- Good internet research and troubleshooting skills
- Excellent attention to detail and organization skills
- Ability to learn on the job and be effective in a fast paced environment
- Ability to streamline and establish organization procedures
- Compensation: Commensurate with experience.