

RMA Specialist and Invoicing Clerk

Location: Westlake, OH

Job Summary:

Our Westlake, OH location is seeking a full time RMA Specialist and Invoicing Clerk. Responsibilities will include the processing of shipped/completed orders to generating and sending invoices to customers. This position will require communicating effectively with external customers regarding invoicing, return material authorizations (warranty and non-warranty) and problem solving. This position may also provide general office support with a variety of clerical activities as well as communicating effectively with team members within the shipping/receiving, customer service and accounting departments.

Job Requirements:

- Assists with daily operation of processing orders to generating invoices
- Assist/Support the Return Material Authorization (RMA) Department by answering incoming calls and follow up relating to returns or repair requests
- Utilize Salesforce, SharePoint and EPICOR ERP Software

Competencies:

- Attention to detail a must
- Excellent verbal and written communication skills
- Basic clerical skills
- Working knowledge of Microsoft Office, Excel, Salesforce
- Ability to prioritize and multitask

Required Education and Experience:

- High School diploma or GED, or one to three months of related experience and/or training, or equivalent combination of education and experience
- Invoicing experience (2+ years)
- Computer experience (Microsoft Word, Excel and Outlook)

Benefits:

- Medical
- Dental
- 401(k)
- Life Insurance
- Long-Term Disability Insurance
- Paid vacation
- Paid holidays

Salary Range: Compensation commensurate with experience

Position Type and Expected Hours of Work:

This is a full-time position. Days and typical hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m. with a half hour lunch. The employee must work 40 hours each week to maintain full time status.

EOE, all candidates subject to drug screening and background checks