



## Warehouse Associate - Returns - Job Description

### About Mobile Defenders:

Ranked in the Top 300 of Inc.'s 2017 list of the fastest growing companies in America, Mobile Defenders is one of the largest distributors of mobile device repair parts and we need you to help us GROW to the next level! With a company culture many describe as "family-knit", "driven, but playful", "enthusiastic and bought-in to create a lasting legacy" - MD is the place for individuals to come who want a career with invested teammates who stay-up late at night asking, "How can I change the world?" If this sounds like a place for you and you're ready to dream BIG - we encourage you to apply! See below for more in-depth information on the position.

### Warehouse – Returns Associate

Mobile Defenders - Grand Rapids, MI

#### Description

Mobile Defenders is a very rapidly growing organization focused on the wholesale distribution of mobile device repair parts, tools, and accessories. Our team is comprised of high-energy, positive and smart people driven to engage with owners and managers of phone repair stores on some of the most important issues they face. We are seeking candidates devoted to personal and company growth.

As a Mobile Defenders employee you will be responsible for supporting the MD sales and customer service staff. You will have weekly, monthly, and quarterly goals in order to track efficiency and productivity. Due to extreme company growth, we are excited to fill this new position

Hours: 10:00am to 6:00pm

***This is an individual contributor position with no direct reports/management responsibilities. Reports to the Warehouse Manager.***

### Responsibilities



Use effective communication, problem solving techniques and ensuring information/documentation is filed accurately for future reference.

Work with all internal departments to answer questions relative to product, policies, and procedures.

Quality Control of incoming goods

Accurate entry of warranty return goods

Investigate order shortages, damages/defects/replacements, and then correspond the findings to appropriate parties to ensure resolution.

Maintain precise, organized files.

Participate in shipping of purchased goods.

Create a positive atmosphere for customers and staff.

Provide relevant feedback aiming to exceed customer expectations. Organize daily work, prioritize work time and effectively manage deadlines for projects as assigned.

Be an excellent teammate and work with a limited supervisor as well as follow instructions when needed.

Other duties as assigned by Management

### Desired Skills and Experience

Previous warehouse experience

Some management experience helpful

Excellent written and verbal communication skills

Customer order processing experience

Word processing and spreadsheet software experience.

General technical aptitude and project management ability

*This position will be located in our offices in Grand Rapids, MI*

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Signature

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Date

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