

Russound is a leading designer, manufacturer and supplier of award-winning multi-room audio/video systems and connectivity products for the custom residential installation market. We currently have the following position open:

Return Authorization (RA) Administrator

This position reports to the Test Department Manager. The position provides technical feedback to customers via phone, fax, or email regarding the results of diagnostic examinations of products; including applications, integration, and system design for the purpose of processing return authorizations. Additional responsibilities and requirements are listed below:

Responsibilities

- Verifies RA's with product received
- Resolves receipt discrepancies
- Verifies warranty and non-warranty repairs
- Contacts customers with estimates for repair
- Contacts customers with results of diagnostic review.
- Maintains RA system and database
- Phone contact with customers regarding orders, returns, shipments and products.
- Assists in the Test Department on a technical level as needed

Experience

- Prior technical customer service experience required.
- Electronics test and repair as well as quality assurance experience is preferred.
- Strong knowledge of MS Office Products and with other manufacturing databases
- Ability to work in a team oriented environment

Interested candidates should submit resume and salary requirements to HR@russound.com or mail or fax to:

Russound
5 Forbes Road
Newmarket, NH 03857
Attn: Human Resources

Fax: 603-659-5388. No phone calls please.

Russound is an equal opportunity employer.