

JOB TITLE:

Returns Admin
Assistant

DEPARTMENT

Returns

Returns Testimonials

Q: WHAT DOES YOUR TYPICAL DAY AT WORK LOOK LIKE?

As Returns Admin Assistant my role is to support colleagues across Returns and other departments in Gear4Music using our bespoke warehouse software. My day starts with ensuring that items processed in the Returns centre are published online once they have returned for sale to main stock. I must check that the pricing, descriptions, and barcodes are accurate and that they are allocated to the correct website.

Throughout the day I deal with any issues that may arise in the email inbox. There is a variety of tasks that may emerge to be solved such as correcting customers' accounts, building new inventory for the website, and performing software moves such as moving stock from one Hub to another. Other duties include stock control, such as the adding, writing off, movement and grading of items. We run investigative reports to assist with the end of week/month/year and help find suspected missing items through inventory searches.

Often, we liaise with other Gear4Music warehouses across Europe and help them tackle any obstacles that may arise. We have a strong link to our Customer Services team, ensuring that any problems they have are resolved and helping them fulfil any customers requests. Occasionally, we contact customer's ourselves using Fresh Desk, which helps assist the workload of the Customer Service teams.



The rest of my day is filled with arranging the refund of customers who are due to be reimbursed, making sure this is in a timely manner and within our companies recommended timescales. At the end of the day, I compile a list of inventory which the Repairs Department need for the next working day. This is then submitted to the Warehouse and moved to Returns meaning that the next day can start smoothly.

Returns Admin often connects a lot of the Returns Departments together, encouraging the use of 'Next Actions' on our 'Returns Centre Live' to boost and monitor in real time the flow of work throughout the Returns Department.

Q: WHAT IS YOUR FAVOURITE PART OF YOUR JOB ROLE?

There is an investigative side to this role that is rewarding. Not all problems are the same and as a Returns Admin Assistant we have software permissions that others do not, meaning that we can often swoop in and save the day.



Q: WHAT DO YOU ENJOY THE MOST ABOUT WORKING AT GEAR4MUSIC?

The people. It's a really friendly, welcoming team with approachable managers who encourage your personal development. There is a pleasant atmosphere in the Returns department.

We work consistent hours which is also a bonus, there is no pressure of unexpected last-minute overtime, and we are encouraged to leave work on the dot. It makes you feel like your life outside of work is respected and valued. The booking system for our holiday entitlement is very fair, easy to use and straight forward meaning we are not hunting down certain team members to acknowledge and permit your annual leave.

We have an employee of the month award, the winner voted for by other colleagues which always raises spirits when reading others nice comments about one another. That along with the hilariously obnoxious trophy that sits on their desk all month!

Free tea and coffee always lighten the workload!

