

**JOB TITLE:**

Returns Admin

**DEPARTMENT**

Returns

## Returns Testimonials

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

Usually I begin my day by checking through my daily duties, provided via email by my team leader. From here, I will usually grab a coffee and get cracking with the highest priority jobs for the day. This can include monitoring the admin inbox to assist all distribution hubs with resolving any queries or issues, refunding customer accounts or on occasion, dealing with suppliers regarding returned repairs.

Every day presents exciting challenges and learning opportunities, and although I am based in the Admin team, my role allows me to assist in other areas within the department, most predominantly in the testing team.

A typical day in Testing usually involves applying a wide base of knowledge to identify faults from across the spectrum of products we offer, processing any incoming items that have been reported faulty in a timely manner. From here, we would liaise with either the customer to discuss any issues with the item (or lack thereof) or with the supplier to arrange repair of the item.



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

When I applied for the role of Testing Technician over six years ago, my main source of job satisfaction came from applying my skills as a musician – no other job really provides the same level of hands-on experience with musical instruments and combined with my love for problem solving, it was an ideal match for me.

As I have grown in experience, my role has opened up to involve more variety, giving me new and exciting challenges and greater job satisfaction.

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

For Returns in particular, there is a great culture of camaraderie and flexibility, where we are able to help each other out. The department is full of great people who's skills bookend with one another, so you always know there will be help on hand to solve any problem you may have struggled with alone.

Role changes and development opportunities are always available to anyone who wants to try a different challenge. This helps immensely with staff morale/retention and job satisfaction as management are always available to provide advice on career progression and are constantly listening and providing improvements to keep staff as happy and productive as possible.

The staff discount doesn't hurt either, as we get fantastic deals on both our impressive range of own brand equipment and branded stock alike.

