

JOB TITLE:

Returns Operative
(Triage)

DEPARTMENT

Returns

Returns Testimonials

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

I arrive at work at 7.50, get a coffee and prepare for the day to start at 8.00am. At 8.00 I start working through inbound returns, typically on a morning they will be returns from the previous day and later on in the afternoon working on returns that are inbound on that day, as to keep a 24 hour turn around with returns.

When processing each return, you're checking for any damage or faults with the item and how the customer wants to proceed with the return. We work closely with Customer service to make sure we have as much information from the customer as necessary. Depending on if the item is faulty or unwanted, we then pass it over to our Testing team, who can thoroughly check for any faults the customer has mentioned. If it's unwanted we assess if it's A-Stock or Nearly New quality, then return this to stock.

Each member gets assigned a daily duty that will be their responsibility for the week. This could be anything from sweeping to being in charge of the recycling or put aways. These daily duties are to make sure triage is the best presented and most organised it can be.

We then finish the day with a clean down and make sure the Returns Mez is in the best position possible for the next day. Leaving at 4:30.



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

My favourite part of the job role is being able to work within a large team environment and working closely with other people in the department. Also being able to just get your head down and get on with the designated daily tasks and workload.

I really enjoy the problem-solving challenges that present themselves on triage and be able to use my own initiative.

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

Being a musician myself, it's really helpful to have the employee discount as this has saved me a lot of money.

Having an employee of the month scheme has been a great incentive to work to my full potential.

