



CUSTOMER SERVICE SUPPORT / SHIPPING OPERATIONS

Axis is the leading provider of high value network cameras, video servers, video decoders, video management software, and a full range of accessories for surveillance and remote monitoring. Axis designs, manufactures and repairs products at its global operations facilities in Sweden.

We seek an individual who combines the qualities of customer-centric service delivery, packaging inspection skills, accurate record keeping and orientation to detail – who wants to impact company profitability by making cost-effective materials shipment decisions.

This position reports to our Division Controller, is based in Chelmsford and requires driving to our freight forwarder in Worcester 1-2 times per month – all travel expenses are reimbursed.

RESPONSIBILITIES

Working to ensure high levels of satisfaction with United States and Canadian customers, channel partners, sales management, and freight vendors, you will be responsible to process RMA credits and direct the flow of returned products according to company standards and cost-effective decision making.

Receive customer requests and prepare documents related to processing RMA credit returns. Answer inbound calls, research transportation issues and process international shipping orders.

Record and report the status of equipment returns. Ensure all information is accessible by proper management of documents.

Conduct on-site inspection of customer returns at our Worcester warehouse, and decide to scrap or ship materials to global operations center.

Process credit returns for RMA products and ensure customer satisfaction through timely, accurate follow-up.

Maintain records of returns, schedule changes, product changes and product pricing, and resolve RMA credit questions.

Direct and resolve all shipping issues including returns, freight billings, and shipping paperwork for our freight forwarder and customer shipments.

EXPERIENCE

5+ years experience customer service support in Shipping/Receiving, logistics or distribution

Good communication skills, able to speak, read, write and understand English

Experience with international shipments, customs and NAFTA coding.

Valid drivers license and dependable transportation

Strong attention to detail, highly organized, computer literate

Experience with MS Office Applications and databases

Must be able to lift 50 lbs

For more information about Axis, check out our website: <http://www.axis.com>

If you're interested, send your resume to hum-res-us@axis.com