



Job Description

The company

Festive Lights Ltd is an award winning online supplier of home, garden and seasonal lighting, selling to both individual consumers and businesses. Established 20 years ago, we have enjoyed an upturn in business and therefore we are recruiting a full time returns processor to work in our friendly, busy team. Everything we do is about making our customers happy and that requires dedicated staff in each and every part of our business.

The role- Returns Processor

As part of the team, you will be responsible for processing the parcels returned by our customers, supporting the returns coordinator and working closely with our customer service department. We are looking for candidates who are driven to get all work completed on time to a high standard to ensure our customers remain at the heart of our service operation.

The role is full time (Monday - Friday 37.5 hour per week), then at peak time which starts approx 21st Nov to 31st Jan, it is essential to work 1 extra day at the weekend with some additional hours during the working week, TBA, which is paid over time.

Key Responsibilities

- Accurately processing returned items using in house stock control system on the computer.
- Updating the in house system with notes relating to individual returned orders.
- Test/check items ready for exchange or refund with picking and packaging of these items daily.
- Putting returned items back to stock.
- Keep area tidy and safe
- Working closely with the customer service, warehouse and sales teams to complete daily tasks.
- Any add hoc duties

Skills/experiences.

- Excellent communicator (verbal and written)
- Experience of working on Microsoft Office.
- Experience of working on in house stock control systems.
- Some electrical knowledge would be advantageous.
- You are pleasant, honest, reliable and dedicated.
- You enjoy working collaboratively, as well as on your own.
- Reworks when needed
- You work well under pressure.
- In house training will be given

What we offer.

- Salary dependent on age range. Age 23+ £9.18 per hour, Age 18-23 £8.73.
- Staff discount
- Free parking
- Permanent contract, 37.5 hours per week (8.30-5.00pm). Compulsory overtime from 18th Nov- 20thDec to include 1 day at weekend.
- Flexible start date

Location:

Festive Lights, Unit 2, Martland Park, Hillridge Rd, Wigan, WN5 0LS

Due to the location of the office, own transport would be an advantage.

Job Types: Full-time, Permanent

Salary: £8.73-£9.18 per hour