



## **Returns Processor**

### **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 over 24 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 Operative**

As part of the team, you will be responsible for processing the parcels returned by our customers 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: 35 hours per week, Sunday – (08:00 – 14:00), Monday, Tuesday, Thursday & Friday (08:30 – 17:00)

You will be required to work overtime at the company's peak time which starts approx 15th Nov to 15th Jan. This may include work 1 extra day at the weekend and/or some additional hours during the working week.

### **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.
- Returning 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 from £10.90
- Staff discount
- Free parking
- Profit share scheme
- Flexible start date

**Location:**

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

**To apply, please send your CV and covering letter to [michelle.alty@festive-lights.com](mailto:michelle.alty@festive-lights.com).**