

RMA Specialist

The Company

Stanford Research Systems (SRS) has a 40+ year history of designing and manufacturing scientific, analytical, and engineering test equipment for research and industrial applications. Products include lock-in amplifiers, atomic clocks, mass spectrometers, vacuum and gas analyzers, lasers and laser controllers, signal sources and signal analyzers. We serve a wide range of customers, including academic researchers, test and measurement laboratories, electronic equipment manufacturers, and government agencies. Our products are known for their accuracy, precision, stability, and value.

The Company is located in the San Francisco Bay Area. The Company offers competitive compensation and a complete benefits package. See www.ThinkSRS.com for additional information on the Company's products, markets and location.

Job description

The RMA Specialist (Return Material Authorization) is a thorough and precise inspector of all returned products. They will need to carefully document all issues, keep accurate records and communicate this with all concerned parties in a timely fashion.

Job responsibilities

- Receive and process paperwork in our RMA database, verify details are entered into the system as needed.
- Visually inspect all RMA's received (look for shipping damages).
- Ensure proper delivery of units to appropriate departments / technicians for repair.
- Enter the details of the repair, check with the technician for accuracy.
- Process all necessary repair reports, calibration certs and other documentation required.

Qualifications

- Attention to details.
- Good communications skills, work effectively with sales, technicians and customers.
- Ability to read, write, and understand in English.
- Team work.
- Basic Tech Savvy computer skills.
- Must be able to lift up to 50 lbs.

Requirements

- 1-2 yrs prior experience in a similar position/field.
- Candidates must have a legal right to work in the US.

Salary and benefits

- Pay range is \$20 /hour to \$22 /hour, depending on experience.
- SRS offers a complete benefits package including health and dental insurance, matching 401(k) retirement plan, and paid time off.

Please submit your application by email at employment@thinkSRS.com
