

Warranty Receiving Clerk – Big Agnes, Inc

Position Type: Non-Exempt/Hourly

Reports to: Warranty Manager

Big Agnes produces high quality outdoor equipment and strives to do so in a sustainable manner. We outfit all people with the gear needed to camp comfortably, explore the backcountry...and have FUN! Across our teams, offices, supply chain and communities we are committed to providing a sustainable and inclusive workplace.

Summary/Objective:

The Warranty Receiving Clerk is responsible for providing time sensitive inspection and receipt of product returned for warranty repair and replacement.

Essential Duties/Responsibilities:

- Leverage expert knowledge of product line to review and receive in product returned by customers for repair and warranty replacement.
- Process the receiving of products returned by customers and dealers daily.
- Provide credit evaluations for used products returned for upgrade or replacement.
- Process defective pads to ship for reuse and upcycling.
- Maintain collection of repaired products to reship to end users.
- Collaborate with Service teams on process improvement.
- Assist with repairs when needed.
- Occasional travel opportunities to Big Agnes events

Job Qualifications:

- Bachelor's degree desired
- 2+ years Customer Service in the Outdoor Industry
- Ability to collaborate and support team goals.
- Excellent written and verbal communication skills
- Development of strong and efficient user knowledge in NetSuite, Microsoft Outlook, Microsoft Excel, Microsoft WORD, Fedex Shipping Manager, Google docs, outdoor industry brand sites including www.bigagnes.com

Working Environment/Physical Activities:

- Ability to sit for period of times (90% day)
- Possible heavy lifting up to 50lbs, bending whilst assisting other departments.
- Ability to possibly stand for durations of time.
- Ability to maintain a good sense of humor and calm under pressure.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.