



1271 Red Fox Road, Saint Paul, MN 55112

Warranty Service Coordinator

ABOUT US:

FireFly Computers is a young, exciting and quickly growing computer hardware sales organization. We are dedicated to providing the best in low-cost, high-value computing solutions. Our offerings include the top Chromebook devices available today, FireFly-enhanced thin clients as well as uniquely recertified PC's and laptops. Recently recognized by Inc. Magazine as the 10th fastest growing company in Minnesota and the 4th fastest growing computer hardware vendor in the nation, we are always looking for top talent to help take us to the next level.

JOB DESCRIPTION:

FireFly Computers is currently looking for a candidate to fill an available Warranty Service Coordinator position. The anticipated job duties include:

- Receive, inspect, and record inbound RMA's
- Maintain accurate records of correspondence and action items within the company databases for each transaction
- Facilitate and track internal and vendor RMA processing with necessary departments and vendors
- Unpack, inspect, document and distribute returned merchandise to the proper locations for processing
- Ensure a high level of customer service is delivered to all customers in a professional manner
- Assist with product inventory and maintain accurate barcode scanning reports for inbound and outbound products
- Flexibility and willingness to help Operations and Technical Teams with warehouse duties, inventory control and shipping tasks
- Other job-related duties as needed

REQUIRED SKILLS:

- Excellent interpersonal skills
- Patience and a genuine interest in helping people
- Positive attitude and focused on solutions instead of problems
- Ability to excel as part of a team
- Interest and passion for technology
- Possession of excellent oral and written communication skills
- Ability to lift 30lbs unassisted
- High School Diploma or equivalent

PREFERRED SKILLS:

- Experience with Microsoft Office applications
- Customer Service experience
- Knowledge or experience with computing technology
- Creative thinking
- Excellent communication and problem solving skills
- Organized and efficient workflow habits
- Ability to work independently

HOURS:

- Full Time
- M-F, 8:30 a.m. -- 5:00 p.m. (flexible)

BENEFITS:

- 401(k)
- Paid Vacation
- Paid Holidays

FireFly Computers is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Apply online at <http://fireflycomputers.com/careers/>