

JOB TITLE: RTV/RMA Administrator

DEPARTMENT: Materials
REPORTS TO: Stockroom Supervisor or Warehouse Manager
FLSA: Non-Exempt
JOB GRADE: 7
DATE: June 2019

SUMMARY:

This position covers the receipt, inspection, and return of discrepant componentry to UNICOM's supply base and the verification of warranty periods for product returns. This individual is also responsible for all related record keeping and reporting of said returns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee the proper receipt of discrepant materials into the MRB Area from Production and the RMA Departments.
- Create nonconformance reports for all materials received to include the identification of the original supplier, the date of the original receipt, and the reason for the material's discrepancy or failure.
- Determine whether discrepant materials are still covered by a manufacturer's warranty.
- Correspond with suppliers to obtain return authorizations for discrepant materials.
- Complete all transactions related to the movement of materials into MRB and all subsequent transactions related to RTV (Return to Vendor) activities.
- Manage and Report on the RTV aging and all required reports and alerts
- Manage and escalate to buyers the vendors approaching 30 days aging
- Ensure the RTV aging report is updated weekly
- Help the Quality Engineering team to keep the customer informed by updating all necessary MRs
- Perform all inventory transactions as they relate to the processing of requisition and return to stock forms.
- Maintain all recordkeeping concerning communications and correspondence with suppliers on the disposition of discrepant materials in MRB.
- Maintain MRB logs to account for all materials processed through the MRB area.
- Complete standard receiving transactions on the return of repaired/replaced materials shipped by UNICOM suppliers to include verification that supplier has sent back the correct replacement materials.
- Coordinate the inspection of materials returned by suppliers through incoming inspection.
- Transact the movement of materials between locations on a timely basis to ensure proper tracking on the movement of returned material.
- Generate credit memo documentation for all discrepant materials that will be credited instead of replaced and distribute to all relevant internal parties such as the Finance Department.
- Generate requisitions to scrap material that is not subject to return or replacement by a supplier which includes materials "damaged on site".

- Prepare materials for shipment back to UNICOM suppliers ensuring proper packaging to protect said contents.
- Create invoices and packing slips n GP system for all material shipped.
- Generate repair purchase orders to support the receipt of repaired/replaced materials.
- Solicit the assistance of UNICOM Buyers when needed to ensure that suppliers attend to the timely closing of UNICOM's RMAs.
- Responsible for monitoring supplier product quality including MRB and Incoming Inspection in support of purchased product quality.
- Works with Quality Engineers, Suppliers and Operations to manage supplier returns for failure analysis.
- Support Internal ISO-9000 audits in accordance with audit schedules.
- Complete quality reports to support Quality Management investigations of process quality trends and issues to drive support activities.
- Assist in the Stockroom Warehouse as required.
 - This includes but is not limited to MO audits
 - Keep Records of audit finding and publish weekly to all Materials Team
- Learn about company's business as appropriate. Shows up to work on time and attends work as scheduled.
- All other duties as requested by supervisor or department head.

COMPETENCY QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If an employee does not meet the required competency level in any area, a required development training plan will be implemented.

Job-Specific Competencies:

(Education and/or years of experience; technical and/or analytical; software or applications; department and/or position specific; internal or external certifications required)

- A combination of industry experience in the areas of supply chain, sale order management, & contract service disciplines is relevant.
- This position requires knowledge of company's products and components.
- Must have excellent communication skills to interface and communicate effectively with all groups within the company and outside contacts.
- Proficiency with Microsoft Office is required.
- Must have strong time management and organizational skills, ability to multi-task, be attentive to detail and demonstrated follow-through skills.
- Persuasive and smooth negotiating skills are also desired.
- Ability to follow all applicable Business Management System (BMS) processes.

Management Competencies:

(Management experience required)

- N/A

Core Competencies:

(Other core requirements including communication, presentation, language, math, and reasoning skills)

- Ability to read, write and speak English.
- Ability to compose reports and correspondence.
- Excellent verbal and written communication skills
- Knowledge of basic addition, subtraction, division and multiplication of numbers is required.

- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Know and follow established company core values.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; to sit, stand, walk; and to talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- Lifting Requirement: 20 pounds
- Lifting Limitations: 50 pounds

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level for this position is moderate