



Head Of Returns

Department
Logistics

Role Type
Full Time

Company Name
.....

COMPANY PROFILE

Use this section to tell potential applicants about your business. What makes you different, what are your core values and ambitions for the future? Get them excited about the company before they even apply!

ROLE SUMMARY

We're looking for an experienced logistics professional to undertake the new role of Head of Returns. Working within the logistics/supply chain are of the business, this person will be invaluable in ensuring we deliver a best in class returns proposition to our global customers.

By working with our returns management solution, ReBOUND, you will be responsible for continuously enhancing the returns proposition by implementing faster and more convenient return options to the customer.

You'll deliver a market leading solution that will assist in achieving a highly efficient reverse logistics supply chain which minimises cost, improves visibility, reduces the underlying returns rate and gets stock back to market in record time.

Using the data available to you, you'll help articulate why returns are coming back and how we can stem this from happening. You'll also work to understand the value of those customers returning and educating the wider business on the importance of returns.

IDEAL SKILLS

3

years logistics experience.

1

year experience in the returns space desired but not essential.

Key Responsibilities:

- Piloting free return trials in key markets to establish a true ROI of offering free returns
- Driving our vision for returns to be totally paperless, and exploring ways to communicate this to our customers.
- Explore initiatives such as QR code & mobile return options.
- Work closely with IT to deliver a seamless customer returns journey through multiple platforms (web, apps, mobile) & 3rd parties i.e. ReBOUND.
- Provide end to end visibility of returns with a focus on reducing customer contacts for 'where is my refund?' and improving first contact resolution rates.
- Manage the reprocessing element within our warehouses to drive increased salvage rates, improved selling window of stock whilst driving down cost to serve.
- Use the data available to you to understand trends and reasons for the underlying returns % and work across the business (buying/sourcing) to reduce this.
- Work with finance to ensure where we offer free/subsidised returns, correct volumes and costs are forecasted and analysed accordingly.
- Be mindful of sustainability and where possible look to reduce the carbon footprint of customer returns.
- Explore possibilities for excess returned stock this is not resold, such as charitable donations.

This Head of Returns Job Spec was created in collaboration with RL People. RL People are a reverse logistics recruitment specialist who can help you find your returns champion.

About RL People



RL People was launched to support individuals and organisations who embrace the importance of Reverse Logistics, Aftermarket, Managed Services, BPO, EMS, Logistics and Supply Chain.

RL People has the ability to quickly identify the right people therefore ensuring their customers keep their businesses growing and profitable. Their direct market experience reinforces their understanding of the skills needed to be successful.

Their recruitment expertise covers many verticals, including Reverse Logistics, Aftermarket, Managed Services, BPO, EMS, Logistics, Supply Chain and High-Tech.

 www.rl-people.com