



**Location for this position:**

Johnson Plastics  
9240 Grand Avenue South  
Bloomington, MN 55420  
[www.johnsonplastics.com](http://www.johnsonplastics.com)

**Position:** Returns Coordinator

**Reports To:** Project Manager

**Primary Purpose:** Act as a point of contact for customers who would like to return material, process RAs, and troubleshoot issues with RA orders.

**Expected Attributes of Employees:**

- Exhibit a positive attitude.
- Show personal drive, ambition, and always maintain integrity.
- Demonstrate honesty and trustworthiness.
- Set personal and professional goals, while demonstrating high work ethics.
- Balance issues emotionally and objectively.
- Communicate at the most direct level.
- Inspire others.
- Empathize with other employee concerns.

**Qualifications:**

- Effective communication, organizational and math skills.
- Ability to work in a team environment, but also independently using time productively with little supervision
- Effective trouble-shooting, problem-solving and math skills
- Ability to demonstrate quality customer service
- Ability to speak with customers and handle customer issues effectively

**Job Responsibilities:**

- Take RA requests from customers and process them in the system
- Process return shipment label requests
- Investigating root causes of internal errors and providing insight and continuous improvement ideas when applicable
- Become the “go-to” returns expert and assist co-workers and customers alike with questions about our processes and procedures
- Strictly follow guidelines and processes put in place and keep others accountable to those processes
- Keep an organized inventory of RAs that are in-process.
- Always conduct good housekeeping and safety practices, in accordance with company policies.

**Job Skills and Qualifications:**

- Commitment to working safely at all times
- Effective communication, organizational and counting skills.



- Ability to work in a team environment, but also independently using time productively with limited supervision
- Ability to operate a pallet jack
- Ability to lift up to 50 pounds throughout day
- Experience using computers and applicable software
- Warehouse, inventory control, and/or customer service experience a huge plus

**Job Features:**

- Steady work schedules
- Competitive wages
- Complete benefit package (medical, dental, vision, life insurance, etc.)
- 401K Plan with company match
- Employee Profit-Sharing Plan with proven track record
- College tuition reimbursement program

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**Johnson Plastics Plus** is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark brand, JPP strives to provide world class products and service to our customers each day through our distribution facilities located throughout the U.S.

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Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: [kconroy@rowmark.com](mailto:kconroy@rowmark.com)