Job Title	RMA Specialist
Reporting To	Operations Manager
Location	Italy

Job Purpose

To take responsibility of day-to-day RMA (Return Material Authorization) operations and associated processes, including POS terminal repairs, spare parts management, client service requests management & communication, and technical issues management.

Objectives & Activities

RMA management:

- Acceptance:
  - Constant monitoring of RMA requests received on the shared mailbox.
  - Checking correct completion of template and verification of serials to identify warranty status
  - Assignment of RMA number and recording of documents on Castles intranet
- Verification of repair status:
  - Management of RMA file updates with vendor through dedicated reporting
  - Interface with customer for updates
  - Possible quotation to customer for out of warranty repairs
- RMA closure:
  - Final RMA report validation
  - Quotation management and alignment with logistics for product shipment
  - Alignment/input to Finance for invoicing
- Spare parts management:
  - Monitoring consumption and inventory
  - Monitoring vendor reporting
  - Spare parts planning and ordering

Technical issue management:

- Management of technical issues with customers and EMEA colleagues
- Opening/updating/closing technical tickets on Castles internal portal

Continuous improvement:

- Maintaining documentation and technical tools (e.g., repair, diagnostics, QC, etc.)
- Continuous process improvement to improve efficiency, process flow, tools used and overall RMA operations performance

Knowledge & Experience

- At least 3 years of experience in RMA / customer support operations of POS, medical, electronics devices or similar
- Fluency in English and Italian
- Experience with managing outsourced service partners is an advantage
- Technical background and ability to diagnose, manage and resolve product technical issues
- Strong communication skills and ability to manage customer complaints
- Ability to work autonomously, as part of local team, and cooperate with global / EMEA functions
- Ability to work towards tight deadlines and under pressure
- Desire to challenge the norm and drive change where required
- Knowledge of Six Sigma and other continuous improvement techniques is advantage