



## Equipment RMA and Rental Coordinator

### Position Description

Department: Operations	Reports To: Operations Manager
FLSA Status: Hourly	Position Status: Full Time
Position Location: Indianapolis	Updated: September 16, 2024

### Employee Receipt

I have received and read this position description and can perform the essential functions of the job as well as the physical and work environment demands and agree to perform accordingly.	
Employee Signature:	Date:
Print Name:	

### Summary of Position Functions

The Equipment RMA and Rental Coordinator is one of the key positions at Copper Mountain Technologies. Our customers are engineers all over the world who use our instruments to design, manufacture and support communications equipment and systems. Each customer instrument trial or rent, as well as repair and/or calibration request is different, thus it is up to the Equipment RMA and Rental Coordinator to take care of the customer's needs and assist the customer with each specific order.

It is critically important to communicate with customers regarding repair and calibration timelines of their equipment, assist them with instrument trials, even though they might not have yet purchased the equipment, assist with rental orders, communicate tracking information, shipping instructions, commercial invoices, etc. Accurately assemble all the necessary products and carefully package and ship them while reflecting everything in the ERP system - these are critically important tasks in order to succeed in this role.

This position works closely with service, sales and finance to support existing customers for any service and rental requests, as well as potential customers with demo and instrument trial requests. Great communication skills, ability to work independently, and ability to prioritize tasks and strong attention to detail are a must!



Our USB VNAs are next generation analyzers designed to meet the needs of 21st Century engineers. Our VNAs include an RF measurement module and a processing module, a software application which runs on a PC, laptop or tablet, connecting to the measurement hardware via USB interface. CMT was awarded innovation and product leadership awards by Frost & Sullivan in 2015, 2017 and 2020. Become a member of the global team headquartered in Indianapolis.

## Essential Position Functions

- Manages RMA Helpdesk in Odoo ERP system to ensure service tickets (repair and calibration) are processed in a timely manner.
- Issues service quotes in Odoo ERP and assists Finance department with issuing the payment links and preparing of closing documents.
- Supports service team in physically receiving and shipping customer instruments.
- Fulfills Rental, Trial and Loaner Orders by preparing necessary documentation (agreements), gathering the equipment and shipping it to the customer.
- Physically manages all service and demo related shipments (using DHL, UPS, FedEx) or customer preferred method of shipment.
- Generates required shipping and commercial documentation.
- Communicates with customers regarding their order status & expected fulfillment dates.
- Resolves customer related issues regarding RMA processing, Rental orders or Demo/Trial related orders.
- Physically processes all returned equipment and records appropriate entries in company ERP System
- Creates order fulfillment strategy for demo/trial equipment depending on priority, customer request, and equipment availability. Keeps track of Loaner and Trial orders to ensure that all instruments are returned in a timely manner.
- Maintains accurate demo equipment and rental equipment inventory records in ERP system and physical inventory.
- Performs physical inventory count on a monthly basis (EOM function) for demo, rental and loaner equipment. Works with Finance team for EOM consolidation.
- Coordinates with applications support engineers and ships instruments for trials and demonstrations to customer locations
- Performs equipment conversions of instruments with support from production team to fulfill customer orders.



### Other Responsibilities

- Serves as Support/Backup for Order Confirmation and Order Fulfillment.
- Other duties as assigned

### Supervisory Responsibilities:

- None at this time

### Education and Qualifications

- High school diploma or G.E.D required; Associates Degree preferred
- Must be comfortable using Microsoft Office Suite other software
- Previous experience in a multi-carrier shipping environment and international shipments preferred
- Experience working in inventory management

### Knowledge, Skills, and Abilities

- Exceptional attention to detail and ability to stay focused on a task
- Excellent organizational and time-management skills
- Ability to work with ERP systems
- Ability to prioritize work tasks in a fast-paced environment
- Professional level verbal and written communications skills
- Ability to quickly learn new concepts/skills as needed
- Strong problem-solving skills, result-driven personality

### Certifications, Licenses, Registrations

- Valid driver's license