

## WE ARE HIRING!

**Regener8 Group** ([www.regener8group.com](http://www.regener8group.com)) is an electronics *recommerce* firm: we unlock latent value in obsolete technology through ethical trade-in and buy-back solutions. Our *recommerce* process reduces the amount of unused technology going into landfills and provides more people with access to technology at affordable prices through the resale and reuse of old and used equipment.

As the leading electronics reuse player in southern Africa, our people are critical. We are looking for a committed and passionate **Warehouse Operations Admin Assistant** to join our fast-growing team based in Kya Sands, Johannesburg. This customer facing role will be integral in supporting all aspects of the warehouse function.

**Job Title:** Warehouse Operations Admin Assistant

**Reports to:** The Warehouse Operations Admin Assistant role reports to the Operations Manager

**Responsibilities:** The primary responsibility for the Warehouse Operations Admin Assistant role is to oversee the "Online Trade-in" process from initiation to completion. Additional key responsibilities include supporting the Warehouse and Operations Manager with the efficient day-to-day running of the warehouse and sales functions to ensure optimum levels of customer service.

- Managing all aspects of the Online Trade-in process to ensure that it runs correctly and efficiently. This includes:
  - Dealing with customer queries and concerns professionally and within the specified timeframes
  - Daily, weekly and monthly updating of the workflow system as required by the online trade-in process
- Troubleshooting all customer queries relating to consumers and retail partners:
  - Receiving query calls from retail partners
  - Booking of couriers as needed
  - Ensuring an ongoing communication loop with retail partners on the status of queries
  - Receiving of all related courier packages into our warehouse facility and ensuring the correct allocation of devices within warehouse space for assessment
  - Updating of workflow system with details of all courier packages received in order to trigger the assessment process
  - Responding to and dispatching devices to the end client in order to close the query process
- Compiling accurate customer reports and presentations on a monthly basis
- Any other duties as required by the Operations Manager or Head of Operations

**Required:**

- A minimum of a National Senior Certificate is required
- Additional tertiary qualification would be an advantage
- Ability to work systematically within the warehouse process
- Good communicator with excellent written and spoken English
- Can-do attitude with a customer-centric approach
- Work efficiently as part of a team
- Strong MS Office suite skills (particularly MS Excel, MS Word, and MS PowerPoint)
- Experience of working with Monday.com would be an advantage

To apply for this role, please submit your CV with a cover letter to [careers@regener8group.com](mailto:careers@regener8group.com). Please state the following in the email subject title: **Warehouse Operations Admin Assistant Role**. Applications will close at 5pm on Friday, 8<sup>th</sup> April 2022.