



## **Ace Computers**

340 Howard Ave.  
Des Plaines, IL 60018

Phone: 877-223-2667  
E-mail: [careers@acecomputers.com](mailto:careers@acecomputers.com)

### **Customer Service Representative - RMA Coordinator**

Location: Des Plaines

Employment: Full-time

Summary: Ace Computers, a leading provider of information technology solutions and one of the top 100 Custom System Builders in the US, is seeking to add a member to our team.

#### **Duties & Responsibilities:**

- Proactively manage the customer RMA process to ensure they are completed in a timely and efficient manner
- Process returned goods documents, considering part accuracy, product price, freight responsibility, and closure of return.
- Receive customer product returns and help to perform post return analysis and follow-up.
- Assisting with the resolution of issues that arise
- Maintaining data and producing various reports for the contracting department

#### **Requirements:**

- Candidate should be a self-starter, able to work independently, highly organized, possess strong verbal and written communication skills, and be detail oriented.
- Minimum of 1 year of Customer Support & Client Services experience
- High School Diploma or equivalent
- Ability to commute to Des Plaines, IL 60018
- Monday - Friday Schedule, 8 Hour Shift

#### **Benefits:**

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.
- Tuition reimbursement

Send applications to [careers@acecomputers.com](mailto:careers@acecomputers.com)