



## Logistics & Returns Coordinator

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### The Role

Luminary ROLI is looking for a diligent Logistics & Returns Coordinator to join our growing operations team as we scale up our e-commerce Business and expand our product portfolio.

As our Logistics & Returns Coordinator, reporting to the Director of Operations, you will provide front-line support to our customer service team for issues relating to both orders in and out. You will support the development of our RMA process in the UK and EU as we enhance our eCommerce automation. Your work will be conducted in our ERP system Netsuite and our global 3PL platform SHIPBOB, and you will be required to maintain up-to-date transactions that will include credit note adjustments, RMA updates and order amendments. You will help the team to reduce our manual processes and increase the automation associated with the order to cash flow and returns.

The role is suited to someone excited to improve our global Logistics and shipping performance for on-time delivery and product replacements. You will also support the month-end process by closing any order transactions promptly and keeping our open order book up to date. Your internal customer at the company is our support team, and being responsive to their needs and queries is essential to the job.

### Who we are:

We are a creative, dynamic team of polymaths who believe in the power of music to change the world. We are on a mission to help more people discover the joy of music through our various brands and products - LUMI, focusing on piano learning, and ROLI, dedicated to music creation for hobbyists and professionals alike.

### What you'll do:

- Monitor and close customer tickets for all in-transit Logistics issues, order delays, and refund queries
- Raise claims with UPS/Fedex for any lost orders, damaged product or missing items
- Submit Intrastat reporting from our Netsuite ERP system and provide monthly assistance with any VAT/Audit inquiries against order data.
- Provide updates to our support team on any supply chain disruptions and manage the B2C order exception list in SHIPBOB
- On occasion work through manual data entry tasks relating to customer records and inventory as we optimize our ERP system.
- Work with the Senior E-Commerce Manager to monitor our third-party applications, LOOP returns and SHIPBOB to ensure they are hitting a 95% KPI for on-time shipping
- Create work orders for inventory transfers and follow them through to the item receipt.
- Process Inventory transactions to ensure all stock movements are correctly accounted for in our Netsuite ERP system.
- Support the operations team to keep our London goods in our office space immaculate at all times. This will mean coming into the office when deliveries are expected, as well as

other days to keep the space clear of any operations waste such as packaging, scrap parts etc.

- Occasionally pick, pack, and ship orders from our UK office for warranty replacements, creating UPS labels and booking collections
- Manage our daily RMA automation process to ensure any replacements are pushed to the warehouse on-time.
- Generate shipments for the Marketing and Design teams for samples and prototypes.
- Support the finance team by closing order disputes in a timing manner for up to date sales reporting.

### **What you'll need:**

- A strong understanding of the order to cash process for B2C transactions.
- Ability to follow and occasionally lead operations projects, calling out risks and bottlenecks against the suggested plan.
- An understanding of the legal compliance requirements for international shipments, and how to bring transit issues to resolution.
- High attention to detail including a proven ability to manage multiple, competing priorities simultaneously.
- Willingness to roll up your sleeves and do whatever is necessary.
- Medium/Strong Excel skills
- Has past experience in using ERP systems - Netsuite/Vantage/JD Edwards would be an advantage.
- Must have a calm approach to working under pressure and be willing to adapt to a fast paced changing work schedule.

### **Who we are:**

Luminary's mission is to enable more people to experience the transformative power of life-long music making. We do this by making the whole process of music learning and practice more inspiring and effective. We are a hardware, software, and content music technology company based in Dalston, London. Our focus on pioneering new and innovative technological solutions to the challenges that face music learners and makers has meant that our products are used by composers, producers, artists, engineers, and hobbyists worldwide.

### **Luminary ROLI Ltd offers:**

- The opportunity to work with the leading, progressive minds within technology, hardware, and music creation to directly impact the way we create and interact with music
- A competitive salary according to your level of experience
- A range of meaningful benefits including:
  - Following probation, a competitive health care cash plan and a generous bike-to-work scheme
  - A competitive company pension scheme following 3 months of full time work
  - 23 days holiday with 2 additional social impact days and the standard 8 statutory holiday days
  - 20 hours per year dedicated to volunteering within the local community
  - Flexible working hours
  - 'Lending Library' of all ROLI products
  - Team member discounts on ROLI products
  - Apple laptop and relevant software licenses for your role
  - Generous Parental Leave policy

- *Currently on hold due to COVID-19 remote working:*
  - *A great working environment, featuring daily complimentary homemade plant-based lunches and limitless homemade GOLDnola*
  - *Wellness programme which includes regularly offered massages*
  - *Friends and family events*
  - *Company-wide Hack Days and workshops to expand your skills*
  - *In-house bike storage*
- The majority of our team members are currently working remotely due to COVID-19. We will discuss the latest updates with regards to remote working as part of our interview process.

Luminary ROLI Ltd wholeheartedly believes that difference stimulates a healthy and productive environment, as well as positively impacts the products we create. We actively encourage diversity of background and perspective, and as an equal opportunities employer, we oppose all forms of unlawful or unfair discrimination in all of our employment related processes and matters.