

## Quality Technician

### Description

**About the Role:** The Quality Technician is a vital part of our quality organization, responsible for efficiently processing and resolving customer product returns. You will own the process of communication from identification to closure of return material authorizations (RMA), along with reporting metrics around performance. This role requires a strong technical background, excellent problem-solving skills, and a commitment to quality. **Responsibilities:** Manage the day-to-day operations of the RMA process, including ticket processing, translation across various vendor portals and tracking to closure. Communicate with internal key stakeholders, keeping them updated on the status of their RMA. Identify and analyze data to identify trends and root causes of returns. Develop and implement corrective actions to address quality issues and reduce returns. Work with cross-functional teams, such as Customer Success, Fleet Operations, and Engineering, to resolve customer issues and facilitate efficient returns processing. Prepare and present reports on RMA activities and performance metrics. Continuously improve the RMA process by identifying and implementing new technologies and best practices. **Qualifications:** Minimum of 1 year of experience in a quality control or manufacturing environment (preferred). Strong attention to detail and a commitment to quality. Ability to work independently and as part of a team. Excellent analytical and problem-solving skills. Strong communication and documentation skills. Proficient in Microsoft Office Suite (Word, Excel). Proficient in Microsoft Office Suite/Google Workplace and ERP systems (Netsuite preferred). Experience in the High Performance Compute sector is a plus. Our compensation reflects the cost of labor across several US geographic markets. The base pay for this position ranges from \$60,000-\$80,000. Pay is based on a number of factors including market location and may vary depending on job-related knowledge, skills, and experience. Hybrid Workplace Successful candidates will be expected to attend onboarding training at our NJ Headquarters within their first several weeks of employment, with subsequent quarterly travel requirements of 1 week duration. If you reside within a 30-mile radius of our New Jersey, New York, or Philadelphia offices, we're excited for you to join us at the office at least three times a week, recognizing the significance we place on fostering connections, collaboration, and creativity within our office culture. Our commitment to operating as a hybrid workplace underscores our dedication to enabling our employees to tailor their work-life balance to their individual preferences. Please mention the word **\*\*PRICELESS\*\*** and tag **RMTA3LjE3OC4yMzEuMjQz** when applying to show you read the job post completely (**#RMTA3LjE3OC4yMzEuMjQz**). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

### Contacts

Job listing via RemoteOK.com

### Hiring organization

CoreWeave

### Job Location

Roseland, New Jersey, United States

### Base Salary

\$ 140000 - \$ 200000

### Date posted

June 7, 2024

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