Introduction: Chief Returns Officer

Traditionally, product returns and reverse logistics are not owned or championed by a single executive – to the determinant of the company. Increasing volumes of B2C and B2B returns are putting enormous pressure on teams and facilities to receive, evaluate, manage and sustainably disposition items. The trickle-down effects of inefficient returns management are significant, including wasted products, wasted resources, wasted profits, and low customer satisfaction.

Returns and reverse logistics as a whole must have a champion: a Chief Returns Officer. This executive-level position is someone who keeps their eye on the big picture while digging into root causes and shaping the best solutions.

The Chief Returns Officer could be housed in supply chain, merchandising, inventory management or even finance, depending on your organizational structure. Regardless of department, this position must be a cross-functional, senior-level individual; someone who can challenge a company to reimagine returns management while protecting and strengthening customer service and alignment efforts with corporate sustainability efforts.

Use the job description template below to identify and hire a Chief Returns Officer who will own this vital part of your supply chain and business. Modify the template based on your needs and think holistically about the type of skillset best suited for this essential work.

**Job Description Template: Chief Returns Officer**

**Chief Returns Officer**

[Location]

Full time

[Company overview]

**About the Role**

We are looking for a cross-functional, multi-disciplinary, senior-level individual with a deep passion for customers and an unwavering commitment to operational excellence. The Chief Returns Officer will ensure that the returns experience – from initiation, management, and disposition – are optimized for our customers, our company and our planet.

This executive leader is responsible for all reverse logistics processes. They will increase the bottom-line impact of reverse logistics operations while ensuring maximum efficiency, prioritizing environmental factors, and minimizing costs.

Working with other leaders across the organization, such as supply chain, finance and sales, the Chief Returns Officer will implement and refine industry-leading processes that grow the bottom line, minimize waste and costs, and drive a superior customer experience. They will leverage technology to proactively address operational issues or quality problems, set benchmarks and lead teams to success.

**Key Responsibilities**

* Develop and implement reverse logistics operations, including overall strategy and operational metrics, as well as process improvements
* Build and lead cross-functional teams that implement unified processes, integrated systems and aligned stakeholders
* Identify technology solutions that improve processes, the customer experience, and that align with corporate sustainability goals
* Drive strategic initiatives to minimize returns overall, ensuring customers have the right item, at the right time, the first time
* Balance empathy for the customer with data-driven decision making to build a world-class reverse logistics operation
* Drive measurable results related to the customer experience and financial performance, including improvement in gross vs. net sales rates through returns management strategy and performance metrics
* Develop and manage asset recovery, refurbishment and outsourced vendor management selection and execution
* Deliver strong ROI from reverse logistics, in line with profit, sustainability and customer service KPIs

**Minimum Qualifications**

*Leadership*

* 15 – 20 years’ experience in supply chain, operations, inventory, logistics, reverse logistics or comparable field
* Experience developing and communicating goals and strategies across leadership levels and facets of an organization
* Proven relationship builder who works with individuals of all levels to find solutions
* Exceptional listener, negotiator, leader and team player
* Strong written, verbal, and presentation communication skills
* Proven ability to identify, manage and solve complex problems
* Strong attention to detail with a demonstrated ability to self-motivate and to motivate project team members to achieve goals

*Operations*

* Experience designing and implementing reverse logistics processes, policies, and operations
* Experience in returns and/or reverse logistics, including understanding of inventory control and inventory management systems
* Experience in vendor management, including 3PSPs
* Experience with iterative development and Scrum and/or Agile methodology

*Technology*

* Experience leading large-scale, cross-functional teams to successfully implement operations or technology initiatives
* Experience in selecting, implementing and integrating enterprise technology, including returns management systems, CRM, WMS and TMS
* Experience creating a roadmap, collecting requirements, prototyping, testing, launching and operationalizing new products or services
* Experience with business analysis, measuring the success of a complex business process, and proposing new business opportunities based on data while balancing customer needs
* Experience developing, tracking, owning and improving KPIs, such as: Gross vs net sales impact; volume and value of product resold or reused; average time to process RMAs; per-item handling costs; disposition cycle time; percentage of products recycled; waste costs; total product costs; and returned merchandise resale percentage.

**Preferred Qualifications**

* Global/international experience
* Experience helping organizations achieve global sustainability metrics, such as net zero programs, LEED certification, waste reduction, energy efficiency, etc.
* Liquidation/recommerce experience

To apply [insert application information]

[Additional company information, contact details]