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# Example of Warranty Administrator Job Description

Our growing company is searching for experienced candidates for the position of warranty administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for warranty administrator

* The warranty administrator is responsible for communicating with internal staff, vendors, securing replacement parts and labor for in house repairs
* Schedules Service Appointments – mostly via phone
* Write up customer’s vehicle problems accurately on repair order
* Open/Close Repair Orders
* Check on the progress of repairs throughout the day
* Provides excellent customer service by listening to customer inquiries and requests, asking questions to identify service needs, resolving customer concerns and selling additional services when appropriate
* Performs vehicle walk around and completes documentation of customer concerns to enable the Technician to properly diagnose and service the vehicle
* Communicates with customer about status of work
* Takes warranty calls from customers and work with operations floor to get these issues resolved
* Coordinates activities to ensure repair work is fixed right the first time and completed on time

## Qualifications for warranty administrator

* Accurate and pays attention to details
* Ability to bend, lift up to 50 pounds, twist, turn and crawl in/out of tight spaces
* Ability to see and read small print, on circuit boards
* Ability to count and handle small parts
* Proven negotiation & problem solving skills excellent written and verbal communication skills are required
* Candidate must possess excellent math skills and display a proficiency in the use of Microsoft Office software such as Word, and PowerPoint