



Example of Warranty Administrator Job Description

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Our innovative and growing company is looking to fill the role of warranty administrator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for warranty administrator

- Continually monitor the call handling system
- Tech vet calls from field engineers to best diagnose what parts are required to achieve a first time fix, and issue the parts
- When parts are not appropriate advise best course of action loan or swap etc
- Diagnose faults directly with customers and arrange the best course of action to effect the repair
- Check calls for manufacturer's warranty and if necessary procure parts via the manufacturer's warranty procedure
- Check calls for any chargeable element, ensuring relevant parties are aware of the costs and where necessary correct cost codes
- Arrange the return or replacement of warranty items
- Claim credits against manufacturer's warranty and follow through to payment
- Submit claims to manufacturer
- Seeks out new and creative applications and operational techniques

Qualifications for warranty administrator

- A Technical Bachelor's Degree is required
- Requires standing, walking, kneeling, bending and crouching, lifting and/or moving up to 25 pounds
- Some travel within North/Central America and the Caribbean will be required in this position

- Works collaboratively with project teams and the business to evaluate technology solutions and assesses the impact on current operations and offerings
- Plans, conducts, schedules and controls projects with major magnitude and scope