



# Example of Warranty Administrator Job Description

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Our company is growing rapidly and is looking for a 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

- Represents the organization to worldwide customers, marketing, and engineering personnel
- Works with various BE locations worldwide on definition and deployment of a consistent and standardized equipment warranty process that provides meaningful data on defective product timely analysis of failures
- Reviews documentation and product literature for accuracy and completeness related to warranty processing
- Analyzes warranty data for trends and root causes
- Manages the SAS Warranty Analysis tool
- Provides project management leadership for future development and implementation of the SAS Warranty Analysis tool for global BE, managing business definition, customer input, scope, business requirements and IT platform
- Process NOA's/NOC's, Data entry of new applications submitted via mail/fax
- Answer telephones including toll free ACD lines
- Process warranties
- Interface with aircraft technicians, service center managers, finance, parts and materials specialists on a daily basis as part of the claims settlement process

## Qualifications for warranty administrator

- Identify continuous improvement opportunities for warranty and related processes

- Typically requires BS/BA Undergraduate Degree in business administration or related field
- Aircraft warranty at OEM or service center
- Executive aviation customer support, accounting, finance and business
- Negotiation and dispute resolution