



Example of Warranty Administrator Job Description

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Our innovative and growing company is searching for experienced candidates for the position of warranty administrator. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for warranty administrator

- Understand and assist with any inventory transactions, and data recording required to support the repair process
- Answering phone calls and email from customers
- Receive all job cards with agreed R&M and warranty items and input claim details, labour item codes and part numbers
- Check claims rejected and resubmit errors or, in conjunction with manager, investigate reason for rejection
- Participate in R&M and warranty audits as required
- Ensure that the image and level of customer service within the department is in line with company standards
- Ensure that within the area of operation all company and trade associations policies, procedures and minimum standards are met
- Process Warranty/ R&M credit payments for work claimed
- Incumbent will support the call center environment by answering calls from HVAC dealers, technicians and/or professional contractors in a business to business environment, Input customer orders
- Follow up promptly on all customer requests for information, quotes, alternative parts and delivery dates

Qualifications for warranty administrator

- P3E/lean projects
- Warranty processing

- Basic computer skills (MS Office, lotus notes, internet explorer, SAP)
- Builds and maintains interpersonal relationships