



Example of Warranty Administrator Job Description

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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

- 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