



Example of Warranty Analyst Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of warranty analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for warranty analyst

- Identify and execute continuous improvement initiatives
- Use proven document management and records retention practices
- Handles any/all aspects of internal and external global customer warranty accounts, non-routine management, including solicitation, inquiries and problem resolution, and may require deviation from standard procedures
- Creates, updates, analyses and publishes Global Warranty Metrics and Warranty Financial reports visible to several stake holders including management and executives
- Works directly with internal and external parties to resolve conflict with Global Warranty claims and policies
- Often explains facts, practices, and policies to both internal and external parties
- Sets and archives quarterly and daily operational objectives that have impact on others within the warranty organization, product sales, customer services, technical services, branches, and others
- Process standard and non-standard warranty claims and manage their progress through the appropriate approval process
- Respond to branch, plant and other customer inquiries by email or phone
- Collaborate with Service and Systems Operations teams, Customer Service, and Product Technical Support, Product Sales to research and resolve warranty issues

Qualifications for warranty analyst

- Receive and open single incident cases
- Knowledge/application of corporate problem solving processes
- Proven strong financial and analytical skills to model and quantify impacts of assumptions and events
- Process contractor invoice payments and branch credits against warranty claims
- Support the Price Administration team as needed with pricing control and updates