**JOB DESCRIPTION**

**WARRANTY ADMINISTRATOR**

**JOB TITLE:** Warranty Administrator

**OBJECTIVE**

Prepares, records, and submits warranty claims to the factory or distributor and reconciles them accordingly.

**PRIMARY RESPONSIBILITIES**

* Processes warranty claims on a timely basis for each franchise or distributor.
* Processes all warranty paperwork to ensure proper documentation.
* Verifies criteria required by factory or distributor.
* Reconciles all warranty receivables with payments through the appropriate accounting schedule.
* Posts credits on the computer.
* Resubmits all rejected claims promptly or receive authorization to write them off.
* Follows up on payment of outstanding claims.
* Tracks warranty parts by tagging them with the repair order number, replacement date, and date on which part may be disposed.
* Arranges for parts to be shipped to the factory or distributor or scrapped.
* Files and maintains all service records as required by the warrantor.
* Keeps informed of all factory recalls and bulletins.
* Assists with body shop warranty claims as needed.
* Assists with the cashier and telephone duties as needed.
* Assists with any clerical needs as directed by the fixed operations manager or the controller.
* Maintains a professional appearance and a neat work area.
* Performs other duties as assigned.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If assigned.]

**SUPERVISORY DUTIES**

[If assigned.]

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* No prior experience or training.
* Less than high school education; or up to one-month related experience or training; or equivalent combination of education and experience.
* High school diploma or general education degree (GED); one to three months related experience or training; or equivalent combination of education and experience.
* One year certificate from college or technical school; or three to six months related experience or training; or equivalent combination of education and experience.
* Associate degree (A.A.) or equivalent from a two-year college or technical school; or six months to one-year related experience or training; or equivalent combination of education and experience.
* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.
* Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the public.

**MATH SKILLS**

* Ability to add, subtract, multiply and divide into all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITIES**

* Applying common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
* Applying common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
* Ability to apply common sense understanding to complete written, oral or diagram instructions. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATION and LICENSE**

[If applicable.]

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Warranty Administrator

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_