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Warranty Specialist

Hiring organization
MSX International

Employment Type
Full-time

Industry
Automotive

Job Location
National Positions Available

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Responsibilities

- Perform research on warranties concerns, prepare / customize warranty papers for work.
- Review all warranty claims, administer and submit for warranty approval.
- Monitor repair order completion for authorization as per warranty requirement
- Assist various departments and fulfill all warranty requirements.
- Monitor all customer inquiries and requests on warranty issues.
- Supervise all information, update database and prepare required supporting documents.
- Ensure customer satisfaction and ensure compliance to all warranty specifications.
- Evaluate databases and complete all data entry for warranty claims and filings.
- Prepare and maintain all warranty documents according to distributor and manufacturer requirement.
- Monitor defective products and withdraw specific batch of products if required.
- Manage all warranty claim submission, resubmit claims if required and ensure appropriate action is completed.
- Coordinate with account departments and settle all warranty claims.
- Prepare documents for all warranty audits as per OEM recommendation
- Manage and upkeep of a warranty parts store in line with OEM manufacturers specification.
- Maintain records of customer details and warrantor references.

Qualifications

- Minimum of grade 12
- 2+ years' experience in warranty
- Proficient in office programs
- Ability to work with a minimum direct supervision
- Skilled on various workshop DMS