

Job title: Claims Clerk
Department: After-sales Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

<i>Prepares, records and submits claims under the manufacturer's warranty.</i>

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

- Handles warranty claims for each franchise or manufacturer.
- Processes all warranty paperwork to ensure adequate documentation.
- Verifies the manufacturer's or distributor's criteria.
- Reconciles all amounts receivable for warranties and payments, within the appropriate time frames.
- Documents the credits in the computer system.
- Re-submits any denied claims as soon as possible, or obtains authorization to cancel them.
- Follows up on payments for all pending claims.
- Tracks parts under warranty and labels them with the work order number, the replacement date and the date when they can be disposed of.
- Arranges to ship parts to the factory, distributor or scrap yard.
- Files and keeps all after-sales files, as required by the manager.
- Keeps up-to-date on all the manufacturer's recalls and bulletins.
- Works with the body shop on all warranty claim matters, as necessary.
- Performs the tasks of cashier or receptionist, as necessary.
- Performs any office tasks, as instructed by his/her immediate supervisor.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.