



Job title: Warranty Administrator
Department: Position specific to heavy trucks
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Administers, processes and authorizes warranty claims, based on the manufacturer's/supplier's criteria. Is responsible for processing exceptional or contentious claims. Works closely with the bodywork and after-sales departments and provides internal personnel with information on all warranty matters.

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

- Processes warranty claims.
- Verifies the manufacturer's or supplier's criteria.
- Authorizes all warranty claims.
- Completes the documents required to process the claims, forwards them to the manufacturer/supplier and follows up.
- Ensures that the amounts claimed correspond to the criteria of the manufacturer/supplier.
- Follows up on claims, to obtain prompt payment.
- Completes pre-authorization applications in contentious cases, forwards them to the manufacturer/supplier and follows up.
- Identifies exceptional cases which may result in special agreements with the manufacturer/supplier; completes the required documents and follows up.
- Analyzes claims denied by the manufacturer/supplier and, if applicable, re-submits them as soon as possible or obtains authorization to cancel them.
- Ensures that clients are invoiced for uncovered and unauthorized claims.
- Analyzes and reviews credits (amounts claimed which must be defrayed by the dealer).
- Reviews claims exceeding the time frames prescribed by the manufacturer/supplier or which are not processed in the regular manner.

- Processes and authorizes bodywork claims and makes sure to inspect the trucks and take the required photographs.
- Provides the accounts receivable supervisor with the documents required to process the accounting paperwork, the amounts receivable, payments and credits for warranties.
- Explains the warranty provisions to new customers.
- Trains internal personnel in warranty provisions or changes.
- Ensures that defective parts are returned to the manufacturer/supplier.
- Keeps up-to-date on all the manufacturer's recalls and bulletins.
- Works closely with the after-sales and bodywork department shops on warranty claim issues.
- 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.

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