

Job Title: Business Admin Apprentice	Location: Hunmanby
Department: Quality	Contract: Apprenticeship
Reports To: Warranty Co-Ordinator	Direct Reports:

1.0 Job Summary & Role

Assist in the administration and control of the company's warranty procedures.

Liaising with customers and warranty repair technicians to carry out 'in warranty' and 'out of warranty' product repairs; reporting to Warranty Co-Ordinator

This role will have a relevant apprentice programme provided running alongside – the successful candidate will be required to attend college one day per week. Following completion of the initial course further opportunities for academic development will be available for the candidate including opportunities up to degree level.

2.0 Key Responsibilities & Main Duties

- Control of administrative processes for customer and distributor repairs using Epicor to record and monitor repair process, following the documented procedures
- Raise RMA (Return Material Authorisation) forms, follow through to despatch after repair
- Implementation and processing of import/export procedures, raising correct documentation ensuring compliance with Statutory Customs requirements
- Co-ordinating and liaising with customer and despatch teams to ensure timely despatching of repaired units
- Administration of returned units to stock, issue credit notes when required
- Liaise with all internal departments as and when required
- Assist Warranty Co-Ordinator in all aspects in an ever growing department

3.0 Internal & External Relationships

Internal

- Warranty Repair Technicians, assist in scheduling/priority
- Production & Support
- Quality, eventually learn KPI data
- Purchasing & Support
- Accounts & support
- Sales & Customer Support
- Warehouse, liaise on warranty shipping



JOB DESCRIPTION & PERSON SPECIFICATION



External

- Customer, day to day communication dealing with return activity
- DSE Distribution: Repair support
- Transport companies, organising day to day export and import collections
- Communication: Verbal, written or email

4.0 Essential/Desirable Factors

Knowledge	
Essential: <ul style="list-style-type: none"> • Excellent communication skills • Excellent organisation skills • Ability to learn and work under pressure • Ability to work on own initiative • IT Skills (Word/Excel/Outlook) 	Desirable:
Skills & Attributes	
Essential: <ul style="list-style-type: none"> • Demonstrate a positive and enthusiastic attitude. • Ability to operate under own initiative as well as possessing strong team working skills. • Communication Skills 	Desirable:
Experience	
Essential: <ul style="list-style-type: none"> • Willing to learn new skills 	Desirable: <ul style="list-style-type: none"> • IT Skills (office) • Administration experience
Qualifications	
Essential: <ul style="list-style-type: none"> • Mathematics and English GCSE or equivalent 	Desirable:

Created by	Dated Created
Matthew Grossett - Quality, Health & Safety Systems Manager	13/11/2023

