

Job Title: Warranty Co-ordinator	Location: Hunmanby
Department: Quality	Contract: Permanent full time
Reports To: Quality Manager	Direct Reports: N/A

1.0 Job Summary & Role

Administration and control of the company's warranty procedures.

Liaising with customers and warranty repair techs to carry out 'in-warranty' and 'out-of-warranty' product repairs.

2.0 Key Responsibilities & Main Duties

- Control of administration processes for customer and distributor repairs using Epicor to record and monitor repair process, following the documented processes.
- Implementation and processing of import / export procedures and documentation ensuring compliance with Statutory Customs requirements.
- Produce 8D failure reports based on customer expectations.
- Analysis of return data to allow targeted improvement activity with the DSE production processes and design improvements.
- Failure Report supplied to BDM / Customers, Distributors, confirming the nature of failure and next step.
- Co-ordinating and liaising with customer and despatch teams, to ensure timely despatching for repaired units.
 - Manage returned units to stock, issue credit notes as required.
 - Administration of advance warranty replacements.
 - Preparation of quotes and supporting documents for invoicing and repairs.
- Monitor all credits through system and produce reports.
- Collate and process customer statistical data for use within internal reports.
- Co-ordinating and liaising with production and engineering teams to ensure module issues are raised and resolved.
 - Weekly progress minutes and production reports.
 - Weekly repair report.
 - Prepare reports for monthly Quality Report.
- Liaise with all internal departments as and when required to keep them informed of any major issues.



3.0 Internal & External Relationships

Internal

- Warranty Repair Techs: scheduling / priority
- Production; Support.
- Quality: KPI data, assist in customer communication
- Purchasing; Support
- Accounts; Support
- Sales: Customer support as required.
- Engineering: Request support as required.
- Senior Management: Weekly KPI report.
- Stores / Warehouse: Liaise on warranty shipping.

Communication: All above Verbal / Written / Reports

External

- Customer: Day to Day communication dealing with return activity.
- DSE Distribution: Repair support.
- Transport Companies: Day to Day shipping communication.
- Customs: as required to ensure smooth transportation of returns.

Communication: All above Verbal / Written / Reports

4.0 Key Performance Indicators

- Warranty Repair Qty (*In Warranty & Out of warranty*)
 - Product type failure rates
- Repair turnaround times.
 - Repair Backlog
- Customer Complaints due to poor warranty repair turnaround.



JOB DESCRIPTION & PERSON SPECIFICATION



5.0 Essential/Desirable Factors

Knowledge	
Essential: ERP Database – (Epicor or similar)	Desirable: Statutory import/export knowledge Electrical / Electronic knowledge
Skills & Attributes	
Essential: Excellent communication skills Excellent organisation skills Ability to work under pressure to tight deadlines. Ability to work on own initiative. IT Skills (Word / Office / Outlook)	Desirable: Team working Team Leading Report Generation / Data manipulation Writing / Producing 8D failure reports Data analysis using warranty failure data to drive improvement activity.
Experience	
Essential: Warranty / Service department experience Administration experience IT Skills (Word / Office / Outlook)	Desirable: Managing Service / warranty department workload. Customer Facing Experience.
Qualifications	
Essential: Maths / English GCSE or equivalent	Desirable: Known Consignor Technical Background

Created by	Dated Created
Matthew Grossett, Quality, Health & Safety Systems Manager	24/02/2021

This information has been discussed and agreed with the new employee as part of the onboarding process:

Job Holder

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Line Manager

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