

Job Title: Warranty Controller	Location: Hunmanby, Head Office
Department: Quality	Contract: Permanent
Reports To: Quality, Health & Safety Systems Manager	Direct Reports: N/A

1.0 Job Summary & Role

Deep Sea Electronics is a global leader in the design and manufacture of generator controllers, automatic transfer switch controllers, battery chargers, and vehicle and off-highway control systems. With over 200 employees across four continents, we supply our products to customers in more than 150 countries, both directly from our UK head office and through a well-established international distributor network.

As part of the Quality team the Warranty Controller is responsible for the administration and control of all warranty and repair activities across multiple product ranges for a global customer base. The role ensures the efficient processing, tracking, and resolution of warranty claims and product returns, while maintaining compliance with import/export regulations, customs requirements, and international shipping procedures.

Working closely with customers, distributors, logistics providers, and internal departments, the Warranty Controller acts as a central point of contact to deliver a professional and seamless warranty experience. Responsibilities include coordinating in-warranty and out-of-warranty repairs, managing return shipments, preparing repair documentation and reports, administering advance warranty replacements, and supporting invoicing and credit processes.

The role also involves liaising with Production, Engineering, Quality, Stores, and Warranty Repair Technicians to ensure repair issues are resolved efficiently, KPI and repair data is accurately maintained, and customers are kept informed throughout the repair process.

2.0 Key Responsibilities & Main Duties

- Support and coordinate a team of repair engineers/technicians, ensuring effective prioritisation, scheduling, and management of warranty repair activities while maintaining regular customer updates
- Implementing and/or using online portal systems to streamline and automate customer return processes
- Coordinate with customers and dispatch teams to ensure the timely shipment of repaired units
- Prepare quotations and supporting documentation for repairs and invoicing
- Manage returned units into stock and process credit notes where required
- Monitor credit activity within company systems and produce related reports
- Oversee import/export documentation and procedures, ensuring compliance with statutory customs and shipping requirements



JOB DESCRIPTION & PERSON SPECIFICATION



- Analyse statistical and operational data to support continuous improvement activities, including the use of reporting tools such as Microsoft Power BI
- Generate and distribute failure reports to relevant internal stakeholders
- Work closely with Quality, Production, and Engineering teams to identify and address recurring failure trends
- Prepare data and reports for monthly Quality reporting activities
- Liaise with internal departments as required to communicate and manage significant operational issues effectively

3.0 Internal & External Relationships

Internal

- Warranty Repair Technicians – scheduling and prioritisation
- Production – operational support
- Quality – KPI reporting and customer communication support
- Purchasing – procurement support
- Accounts – administrative support
- Sales – customer support as required
- Engineering – technical support as required
- Senior Management – weekly KPI reporting
- Stores/Warehouse – coordination of warranty shipments

External

- Customers – day-to-day communication regarding returns
- DSE Distribution - repair support
- Transport companies – daily shipping coordination
- Customs authorities – support for smooth return transportation

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

5.0 Essential/Desirable Factors

Knowledge	
Essential: <ul style="list-style-type: none"> • ERP Database – (Epicor or similar) 	Desirable: <ul style="list-style-type: none"> • Statutory import/export knowledge
Skills & Attributes	
Essential: <ul style="list-style-type: none"> • Strong organisational and administrative skills with excellent attention to detail • Effective written and verbal communication skills 	Desirable: <ul style="list-style-type: none"> • Knowledge of logistics, shipping, and import/export processes • Experience producing reports, KPI data, and analysing information



JOB DESCRIPTION & PERSON SPECIFICATION



<ul style="list-style-type: none"> • Ability to manage multiple tasks and prioritise workload in a fast-paced environment • Customer-focused approach with strong problem-solving skills • Ability to work collaboratively across multiple departments and stakeholders • Proficient in Microsoft Office and experience using ERP systems • Strong time management skills with the ability to meet deadlines • Ability to work independently and as part of a team 	<ul style="list-style-type: none"> • Experience within a customer support, service administration, logistics, or operational environment • Understanding of warranty, repair, or aftersales processes • Continuous improvement mindset with a proactive approach to resolving issues • Report Generation / Data manipulation
Experience	
<p>Essential:</p> <ul style="list-style-type: none"> • 5+ administration, logistics, customer service, or technical support roles • Experience within a customer support, service coordination, or operations environment • Experience of introducing and/or using online portal systems to allow automation of customer returns • Experience managing customer requests, returns, or service-related processes • IT Skills (Word / Office / Outlook) 	<p>Desirable:</p> <ul style="list-style-type: none"> • Warranty / Service department experience • Managing Service / Warranty department workload • Customer Facing Experience
Qualifications	
<p>Essential:</p> <ul style="list-style-type: none"> • Maths / English GCSE or equivalent 	<p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of Known Consignor procedures

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