

AUTOMOTIVE WARRANTY CLERK - JOB DESCRIPTION

FUNCTIONS:

- Maintain Warranty A/R
- Interdepartmental Relations
- Reconcile Schedules
- Monitor Campaigns
- Track Warranty Parts
- Close Repair Orders

SKILLSETS:

- Adaptability
- Strategic Analysis
- Continuous Improvement
- Detail Oriented
- Sound Judgement
- Collaborate with Team Members
- Takes Initiative

PERSONALITY ATTRIBUTES:

- Patience
- Attentiveness
- Clear Communication Skills
- Ability to Multi-task
- Attention to Detail
- Persuasion Skills

REPORTS TO:

- Fixed Operations Manager
- Service Manager
- Shop Foreman

BUSINESS SKILLS REQUIRED:

- Knowledgeable of the warranty industry.
- Should have experience with automotive parts (identification, inspection, classification of component groups, etc.)
- Mathematical and reconciliation skills essential with analyzing warranty schedule.
- Efficiency is a must as multi-tasking is a part of daily operations.
- Knowledge of automotive systems in general.
- Maintain work space in an orderly manner to allow retrieval of documents by team members
- Must possess strong attention to detail.
- Ability to manage time, set goals and prioritize tasks.
- PC skills and experience using DMS and CRM software.
- Exceptional verbal and written communication skills.
- Highly organized, detail oriented, and able to thrive in a fast paced, changing environment.



POSITION SUMMARY:*The Warranty Clerk:*

- Process all warranty claims in a timely manner, as the repair orders are closed.
- Review and process all returned/rejected/adjusted warranty claims, track each claim until its final resolution.
- Book the appropriate technicians for the hours earned on the operations performed. Informing the technician and department management of adjustments as they occur.
- Check each repair order against the vehicles' service history to avoid processing duplicate claims or submitting claims for shop comebacks.
- Contact the appropriate warranty claims representative regarding any claims requiring additional authorization or for claims requiring special assistance.
- Maintain a record of all claims submitted, returned/rejected, or paid and their current status.
- Manage manufacturers and after-market warranty company policies and procedures.
- Establish and maintain positive and productive relationships with the manufacturer's representatives and the representative of any aftermarket company with which the dealership conducts business.
- Identify exceptional cases which may result in special agreements with the manufacturer and complete the required documents and follows up.
- Maintain warranty receivable schedules and reconcile credit memos daily.
- Close repair orders (warranty, PDI and internal) daily.
- Refund customers via work order or check as applicable.
- Ensure all aspects of the warranty process are fulfilled within audit requirements.
- Reviews claims exceeding the time frames prescribed by the manufacturer which are not processed in the regular manner.
- Processes and authorizes transit claims, ensuring all required documentations and photographs are obtained and attached to each service invoice.
- Keeping track of all warranty parts by noting the repair order number, date of replacement and date on which part may be disposed.
- Provide a daily report to the Service Manager regarding claims status.
- Monitor the use of special warranty programs for diagnosis time, straight time repairs, etc. for abuse by the service sales and /or technical staff.
- Reviewing and distributing campaigns, product recalls and bulletins daily via the dealer / manufacturer communications portal.



WHAT THE WORKER IS LIKE?

The Warranty Clerk:

- Have an overall understanding of automotive DMS systems and portals.
- Strong communication skills that promote teamwork and a collaborative environment are encouraged with clear expectations set for predictable results.
- Ability to multi-task and work in a fast-paced atmosphere.
- Is able to work independently, managing his or her time and work flow.
- Exceptional organizational skills for facilitating work flow, cleanliness, and efficiency in a work space.
- Keen attention with accuracy, documentation, record keeping and filing.
- Ability to assess and identify potential problems, analysis possible solutions and the ability to communicate effectively to key team members.
- Maintains high level of productivity and self-direction.
- Upholds organization's goals and values.

WHAT THE WORK IS LIKE?

The work of the Warranty Clerk:

- Work in a fast-paced environment with constant interruptions.
- Work with shop foremen, service manager, tower operator, technicians and service advisors.
- Requires accuracy, attention to detail, and clear communication with other team members and departments in the dealership.
- Requires the continuous updating of technical knowledge by reading service bulletins and consulting with technicians.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date:

