

## Experienced Warranty Controller

### Job Description

**Title:** Warranty Controller, Full-time (Flexibility will be required around peak seasons)

**Salary:** Excellent rates of pay negotiable depending on experience

**Location:** 62a Drumnabreeze Rd, Magheralin, Co. Armagh, BT67 ORH

#### The Role –

Committed to growing our business, an opportunity has arisen for a highly organised, committed Warranty Controller to join our team.

Reporting into the Aftersales Manager you will work with the Aftersales team and workshop to ensure our warranty claims are correctly administered and maintained across all franchise representation.

It will be your responsibility to ensure that all warranty submissions including credits, claims, rejections, and goodwill gestures are correctly administered and the correct processes have been followed at all times.

Working closely with frontline staff and technicians you will give regular support and guidance for warranty work that is carried out and you will be looking for ways to continually improve processes and systems to maximise warranty revenue potential.

You will be always organised and audit compliant.

#### More about the role:

- Completing all warranty claims via all manufacturer's platforms
- Invoicing all warranty claims via our DMS
- Keep up to date with all manufacturer repair methods, recalls, technical bulletins and information and share with relevant staff
- Maximise workshop warranty efficiency
- Be audit compliant across all franchise representation
- Reconciling of all records and debtors

#### Job Duties & Person Specification –

- To ensure that all warranty claims submitted comply with manufacturers published manuals/ repair time schedules.
- To ensure all invoices on the warranty debtor accounts are legitimate claims.
- To use all resource necessary to prepare accurate invoices for warranty work carried out, including monitoring the claim process through accessing manufacturer systems
- To comply with and maximise manufacturer warranty submission times without exception.
- Review the warranty/ debtor accounts, ensuring the age profile of all debts are within acceptable limits.
- To carry out warranty / goodwill invoicing.
- To issue standard repair operation times to technicians.
- Implement and manage an effective system for the storage and return of warranty displaced parts
- Share best practice methods with Aftersales team
- Have a patient, methodical and analytical approach to working

**More about the Person –**

- Previous Warranty Administration experience is desired but not essential
- May suit a someone from an automotive accident repair or estimating role or insurance assessor, claims handler background
- Experience of working within a dealership may be beneficial
- Excellent attention to detail
- Experience of managing your own workload
- Strong communication skills – both written and verbal
- Excellent organisation and time keeping skills
- Understanding of warranty processes in a motor retail environment would be an advantage
- The ability to comply with all Company and manufacturer's disciplines and procedures

If you have time served experience or are qualified in any of the areas above apply now for an immediate start.

Please send your CV to [stephen@thompsonleisure.com](mailto:stephen@thompsonleisure.com)