TITLE: Warranty Clerk

REPORTS TO: Service Manager

POSITION INFORMATION:

The Warranty Clerk prepares, records, and reconciles warranty claims and submits them to the factory and distributors for defective parts

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DUTIES AND RESPONSIBILITIES:

*(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)*

E( ) M( ) Process warranty claims.

E( ) M( ) Verify criteria required by factory or distributor.

E( ) M( ) Post credits on computer.

E( ) M( ) Prepare CSI documents.

E( ) M( ) Track parts by tagging.

E( ) M( ) Arrange for parts to be shipped to the factory or distributor, or to be scrapped.

E( ) M( ) Follow-up with the factory and distributors regarding unpaid claims.

E( ) M( ) File sales documents after they are posted and the commission is paid.

E( ) M( ) Reconcile flooring interest statements.

E( ) M( ) Reconcile selected vendor accounts.

E( ) M( ) Serve as telephone operator backup.

QUALIFICATIONS:

Ability to read and comprehend instructions and information. Some knowledge of automotive parts. Two years of experience in a general office position. Ability to use computer and to read vendor catalogs. Ability to communicate effectively orally and in writing.

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WORKING CONDITIONS:

Work is performed at a desk in an office setting.

*(If desk is near the service lane: Will be exposed to noise, vibration, dust, exhaust fumes, and other hazardous and nonhazardous materials.)*

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer