

Hadwins (Lindale) Ltd

Job Description

JOB TITLE: WARRANTY ADMINISTRATOR

MAIN PURPOSE OF JOB

- To ensure accurate submissions of warranty and goodwill claims on a daily basis and also monitoring daily, weekly and monthly warranty reports.
- To ensure that campaigns are performed according to the guidelines of the manufacturer.

RELATIONSHIPS AND PERSONAL ACTIVITIES

Directly responsible to:

- Audi Aftersales Manager / VW Service Manager

Relationships with:

- VW & Audi Service Advisors / Administrators, VW & Audi Workshop Controllers, VW & Audi Technicians, Parts Manager, VW & Audi Parts Advisors, Accounts Team, Audi Head of Business, VW Brand Manager and VW & Audi Sales Executives / Administrators

OBJECTIVES AND KEY TASKS

- Ensure all administrative functions within the warranty department are carried out in accordance with company policy.
- Review warranty reporting systems with line management to identify improvements where possible.
- Administer warranty policy in the best interests of the VW / Audi Centres, manufacturer and customer.
- To keep accurate records of warranty submissions, credits, rejections and customer contributions towards goodwill claims.
- Ensure all frontline staff complete records correctly when warranty is diagnosed on a vehicle.
- Maintain relationships with other staff members, specialist repairers and manufacturers representatives.
- Inform all relevant staff of forthcoming recall campaigns and changes in warranty/goodwill procedure.
- Maintain knowledge on all warranty procedures and documentation. Support other staff members on all warranty related matters
- Liaising with the Audi Aftersales Manager / VW Service Manager to ensure that the organisation requirements for running campaigns according to the Technical Service Handbook Campaigns.
- Keep a campaign binder as legal evidence / proof of all campaign activities, to contain all significant records (particularly about customer notification and customer dialogue).
- For the legally correct proof of all activities of a campaign must keep a campaign binder, in which all significant records particularly about customer notification and customer dialogue are filed.
- Responsible for keeping the Technical Service Handbook Campaigns up to date.
- To distribute campaign documents and any extra information before the start of the campaign.
- Inform all the departments involved about the type, scope and particulars of the campaign and arranges the co-ordination of the procedure and the necessary measures between all involved. The latter applies particularly for campaigns with complex technical work scopes, or with attached marketing programmes.
- By providing accurate information must ensure that the workshop appointments for campaign modifications are promptly made and without undue delay.

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- Inform the Audi Aftersales Manager or VW Service Manager / VW or Audi UK representative about significant findings (problems, possible improvements) made during the internal preparation or the running of the campaign.
- To support the VW and Audi Parts staff and inform them about the status of campaigns and the resulting activities.
- To support the VW and Audi Sales Departments, so new and used vehicles can be checked promptly.
- In order to achieve the campaign target for all vehicles to be modified, provide a status report for their area of responsibility at least once a week, daily for the first 14 days after the launch of the campaign.

MAIN JOB FUNCTIONS

- To compile warranty claims from job cards ensuring that manufacturers procedures are adhered to.
- To submit claims to the manufacturer using documented systems and procedures.
- Keeping records of warranty submissions, allocating payments and processing credit notes.
- The campaign controller is responsible for keeping the Technical Service Handbook "Campaigns" up to date.
- The campaign controller distributes the campaign documents and any extra information before the start of the campaign.
- Informs all the departments involved about type, scope and particularities of the campaign and arranges the co-ordination of the procedure and necessary measures between all involved. The latter applies particularly for campaigns with complex technical work scopes or with attached marketing programs.
- By providing competent information ensures that workshop appointments for campaign modifications are made with the knowledge and under the consideration of the particulars, that means promptly and without undue delay.
- Supports the parts staff and informs them about the status changes of campaigns and the resulting activities.
- Supports the sales department, so that new and used vehicles can be checked promptly.
- In order to achieve the campaign target (three months) for all vehicles to be modified, the campaign controller provides a status report for their area of responsibility at least once a week, daily for the first fourteen days after the launch of a campaign!
- Ensures through spot checks that the technicians are performing all campaigns according to the up to date campaign instructions. This applies also for the use of special tools and for the vehicle identification after the campaign.
- Ensures the prompt deletion of the vehicles and raising of warranty claims.
- Ensure compliance to all health and safety procedures and company policy.
- Undertake other tasks and responsibilities, including training courses, as requested by line management.

COMMUNICATION

- Ensure courteous use of telephone, adhering to company and manufacturer policies.
- Maintain a high standard of dress and conduct at all times.
- Presentation of the capabilities of the department to the customer as a contribution towards the reputation of the dealership and services offered.

DEPUTY

In the event of annual leave, illness or any other absence from the company, the nominated deputy for these roles is the VW and Audi Warranty Administration team collectively.

HOURS

40 Hour Week: Monday to Friday, 8.30am until 5.30pm with 1 hour lunch.