

Job Title: Warranty Administrator

Department: Purchasing

Reporting to: Purchasing Manager

About us

Fullwood Packo Dairy Group design, manufacture and distribute state of the art milking equipment worldwide and for over 85 years have been recognised as being at the forefront of milking technology. Operating primarily out of Europe with the operations based in the United Kingdom (Ellesmere, Shropshire). We are now looking for a thorough and experienced Warranty Administrator to join our team.

Key Duties

- Analyse the Warranty orders upon receipt to determine if the claim is valid
- Reject claims out of Warranty or if insufficient information, communicate with the dealer informing them of our decision or request further information
- Enter valid claims onto mainframe computer
- Send out Warranty acknowledgements
- Deal with telephone and email warranty queries
- Update mainframe computer with warranty outcome
- Check supplier invoices, cross reference them with REP's, Quality Reports and Warranty Claims.
- Update MSO and QRs with supplier outcome
- Cost warranty MSO lines to invoice dealers for parts not returned, rejected and accepted claims
- Chase and communicate with dealers for outstanding returns
- Issue Disputed Warranty forms to dealers upon request
- Holiday cover for booking in faulty parts, returning to supplier or production (currently under training)
- Liaise with staff in other departments within the Company to obtain objectives to assist in maintaining the warranty process
- Maintain an electronic database of disputed claims
- Maintain an electronic database of invoices approved
- Maintain an electronic database of rejected claims
- Chase and communicate with suppliers for Warranty outcome (pending for future training, process currently under review with REP & PRO Orders)

Experience & Key Skills

Extensive experience of working in an administrative role

Advanced skills in Microsoft Office, especially Excel and Word are essential

Excellent verbal communication skills with internal departments suppliers, customers and dealers

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



What We Offer

- A fulltime permanent position
- An exciting position in an interesting innovative area with a growing, international company.
- The possibility to develop yourself in an organisation with a flat structure and entrepreneurial attitude.
- 37.5 weekly flexible working hours
- Competitive salary plus other benefits.
- 25 days holiday + bank holidays
- Contributory pension scheme

Applications

Via monster, internal or via our website

For more information about Fullwood Packo Group please take a look at our website www.fullwoodpacko.com.