
Job Description – Warranty Administrator

NI Trucks Limited is an Iveco commercial vehicle dealership selling and maintaining a full range of new and pre-owned vans and trucks from its primary site in Mallusk, as well as Portadown. Our other group business in Southern Ireland is Emerald Truck & Van which also supports a sub dealer network throughout Ireland. Iveco is an international leader in the development, manufacture, marketing, and servicing of a vast range of light, medium and heavy commercial vehicles.

An opportunity has arisen for the position of **Warranty Administrator** based at our Mallusk location. With a methodical approach and eye for detail the successful candidate will fulfil a vital role, processing, submitting and tracking warranty claims. A team player, the role requires communication with the Manufacturer and it will be a requirement to maintain a good professional relationship and assist Technicians, Workshop Control and Service personnel with warranty queries.

Duties include:

1. Ensuring all administration duties within the Warranty Department are carried out in line with company policy.
2. Processing warranty claims.
3. Dealing with the Manufacturer or agents working on their behalf.
4. Dealing and working with workshop control.
5. Following up on any issues within agreed time frames.
6. Reconciling warranty receivables with payments and updating the computer database accordingly.
7. Handling rejected claims according to dealership and/or manufacturer specifications and following up on outstanding claims.
8. Tracking warranty parts and following through the returns process.
9. Maintaining all service and customer records as required.
10. Ensuring all documentation is processed in line with manufacturer and Company procedures.
11. Invoicing warranty claims ensuring all claims follow warranty protocols and procedures.
12. Attending manufacturer training and meetings.

Essential criteria:

1. Previous experience demonstrating administrative excellence in the motor industry.
2. Process orientated with attention to detail.
3. Excellent communication skills.
4. Proficient computer skills.

Desirable criteria:

5. Previous automotive warranty administration experience.
6. Automotive technical knowledge
7. Knowledge of the Kerridge/CDK DMS

Please note:

- a) The above list is not exhaustive and subject to change. The main working hours for this role are 0830 to 1700 Monday to Friday. Successful candidates must be flexible with regard to working hours.
- b) NI Trucks reserve the right to review the experience and qualifications required depending on the volume of applicants.
- c) If you feel up to the challenge and have the relevant experience and ability we need please email your CV and covering letter to jobs@ni-trucks.co.uk. **You must outline on your CV and covering letter how your experience meets the needs outlined above.**
- d) NI Trucks is an equal opportunities employer.
- e) Salary is negotiable depending on experience.
- f) Application deadline: 03/11/2021