



VINES GROUP

## JOB DESCRIPTION

Job Title:	Motorrad Warranty Administrator
Reporting to:	Senior Sales Administrator
Department:	Motorrad
Location:	Guildford, Surrey
Direct reports:	n/a

### Job Description Summary

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Ensure the Warranty processing is efficiently processed and repairs are carried out to the highest standards of quality possible to ensure customer and manufacturer satisfaction whilst minimising any potential losses to the company.

### Responsibilities

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#### Claim Processing and Management

- Obtain, validate and query as necessary, all claim information available from job cards, vehicle history, technician notes and other sources as appropriate.
- Record and process claims using manufacturer and concessionaire systems and procedures, using their references and control data to transmit all such claims for payment.
- Query and discuss as necessary with the Aftersales Manager any claims that are dubious in nature or of concern as to the likelihood of rejection.
- Record accurately details of sub-let or specialist services used in order to ensure that claims for these sums can be substantiated.
- Receive and reconcile payment summaries from concessionaires and record all under/overpayments, making enquiries and investigations as appropriate and recommending sums for write off.
- Correct and resubmit rejected claims where it is felt that the claim is valid. Reporting on claims rejected for which a resubmission is not possible.
- Proactively investigate overdue claims and discuss issues raised with manufacturer/concessionaire representatives and fellow staff as appropriate.
- Inspect parts returned under warranty and maintain a record of such inspections.
- Control all filing and archiving of claim paperwork to ensure a clear audit trail which can be clearly followed and proven to any manufacturer's/concessionaire's warranty auditor.

#### Administration

- Help ensure efficient progress of warranty jobs through the workshop.
- Circulate new and up-to-date warranty information and literature for new vehicles and repair procedures.
- Liaise with manufacturer's/concessionaire's representatives to ensure that explanations are given for work undertaken where appropriate. Assist the manufacturer's/concessionaire's warranty auditors in reviewing the dealership's records

#### Health and Safety:

- Help ensure that warranty return parts are stored in a safe and secure manner and no present danger to staff and manufacturer/concessionaire warranty audit staff.

*Vines Group Mission Statement – To inspire each other to delight our customers*



#### General

- Training to be provided and support given by previous Warranty Administrator until confident.
- Adopt a flexible approach, enthusiastic and driven approach to achieving the financial goals of the business
- Contribute to maintaining a high level of housekeeping and attention to health and safety issues as to create a healthy and safe working environment.
- Willingly carry out any other duties deemed appropriate by the Company.

#### **The individual**

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##### Capability, Knowledge and Experience

- Previous administration experience
- Previous motor trade experience would be an advantage

##### Education and Qualification

- Educated to GCSE level
- IT literate in Microsoft

##### Personal Characteristics

- Good organisational and communication skills
- Display a friendly but professional approach to visitors.
- IT literate in Microsoft
- Positive attitude
- Ability to multitask
- Good attention to detail
- Ability to work under pressure while remaining calm in disposition and composed under stress.

*There will be project work to complete, which should be done in a professional manner*

*The duties listed are not exhaustive. Additional hours of work will be required, as determined by the needs of the business. Managers and Staff may be required to undertake additional duties, responsibilities and projects as appropriate.*