



Warranty Coordinator Job Description

Reports to: Sales & Customer Support Manager

The Vision:

For Powrmatic to be a world class manufacturer, something we can all be proud of, and something that will enable us to maximise our potential for growth and to provide security for years to come.

The Mission:

To design, develop, and deliver quality HVAC solutions on time (every time), to manufacture products in the most efficient and cost-effective way, by concentrating on consistently doing the right things and doing them well, enabling us to maximise shareholder value and stimulate growth.

Definition:

The Warranty Coordinator delivers the service required to provide all customers, internal and external, with the best possible experience. Supports all teams to maximise customer retention and generate additional opportunities.

Overall Purpose of the Role:

To provide a comprehensive warranty service for all Powrmatic products.

Key Responsibilities:

The list of responsibilities below is not a definitive list and is subject to change as the business needs deem necessary. You may be required to undertake differing tasks within your capability.

General and Task Management

Work to achieve the departmental key performance indicators (KPIs) and provide an excellent service to customers.

Main Duties and Responsibilities

- Respond to warranty claims by telephone and email.
- Ensure that all communications are logged and details of warranty jobs are recorded and categorised on the company CRM system.
- Scan and save completed commissioning sheets.
- Raise sales orders for sending replacement parts on the warranty account.
- Use the Company's returns procedures to enable collection of failed parts.
- Authorise and arrange warranty callouts in line with Powrmatic's product warranty terms and conditions.
- Monitor and control expenditure for warranty service work in line with the department budget.
- Obtain, circulate, and file Engineers service reports as necessary.
- Analyse service reports to identify trends and highlight improvements associated with warranty issues.

- Process invoices associated with Engineers service visits.
- As business needs dictate, assist with providing technical assistance / product information to customers & service partners in relation to Powrmatic supplied products
- Manage relationships with Powrmatic Approved Service Partners based throughout the UK.

People Management

- Work in a professional and pragmatic manner, respecting all employees throughout the business.
- Share knowledge with colleagues and assist with training and coaching of new members of the team.

Self-Management

- The ability to contribute to a better working environment for yourself and your co-workers. This includes self-awareness, initiative, accountability, persistence, resilience, patience, perceptiveness, and emotional regulation.
- Flexibility with the departments shift rotation pattern.
- Be aware of your health and safety responsibilities and co-operate on all H&S matters and procedures, taking care of yourself and others.

Skills and Attributes:

- Well developed communication skills, verbal and written; ability to communicate to all levels.
- Able to follow instructions and deliver an excellent level of service.
- Computer literacy in MS Office
- Good level of literacy and numeracy.
- Organisational skills with the ability to prioritise a varied and demanding workload
- Excellent team player
- Commercial awareness.

Qualifications and Experience Levels:

Essential

- Educated to GCSE standard with level 4 passes in English and Maths
- Track record of working a busy demanding business environment
- Experience of dealing with customers

Desirable

- Experience of working within the Construction or HVAC Industry.
- Experience of working within a Warranty department.

Continual Improvement Policy:

Continuous improvement is at the core of the management strategy of Powrmatic and covers all aspects of the operation of the company. Continuous improvement activities drive organisational excellence to improve value delivery to all Powrmatic stakeholders including customers, employees, partners and society, thereby increasing the probability of long term success as an organisation.

By implementing a culture of continuous improvement, the company will:

- Focus on understanding and satisfying the customer, external and internal;
- Regularly review approaches and methods with improvement cycles and conclusions implemented;
- Benchmark and regularly measure the performance of key processes;
- Manage business using facts rather than opinion;
- Maintain a culture of clear, open communication;
- Work to reduce process-time in all aspects of the business;
- Promote active teamwork as a normal way of achieving outcomes;
- Recognise and promote improvement efforts;
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine; and develops and values key partnerships with participants, customers and other stakeholders.