

# POWRMATIC

## Warranty Coordinator Job Description

Reports to: Sales & Customer Support Manager

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### 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.

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### Overall Purpose of the Role:

To provide a comprehensive warranty service for all Powrmatic products.

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### 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, both internal and external.

### 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.
- Organise the hire of access equipment when required.
- Monitor and control expenditure for warranty service work in line with the department budget.
- Obtain, circulate, and file Engineers service reports as necessary.
- Process invoices associated with Engineers service visits.
- Liaise with other departments, particularly Technical and Engineering, for advice and to determine the best course of action with a warranty claim.
- Analyse service reports to identify trends and highlight improvements associated with warranty issues.
- 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.

# Person Spec

## Competencies

### Functional Role

- Demonstrates knowledge, skill, attitude, and commitment.
- Well-informed and authoritative.
- Keeps up to date with new developments.
- Advice and guidance sought by others.
- Exceeds quality standards.
- Technical bias and logical problem-solving.
- High commercial awareness, driven to maximize revenue.

### Leading Oneself/Personal Accountability

- Takes ownership of deliverables and interactions.
- Learns from difficult situations, takes responsibility.

### Continuous Improvement

- Continuously improves business, products, services, and processes.
- Offers innovative ideas and takes action.
- Promotes positive change and helps others see benefits.
- Uses resources efficiently and suggests cost improvements.

### Customer Focus

- Understands and meets customer needs and expectations.
- Gains in-depth understanding of customers' goals.
- Balances customer needs with business goals.
- Seeks feedback and implements improvements.
- Professional and trusted by customers.

### Safety

- Proactive approach to working safely.
- Prevents risk of injury, communicates safety issues.
- Reports near misses and ensures corrective actions.

### Delivers Results

- Improves performance quality in line with company goals.
- Manages time effectively to exceed targets.
- Overcomes obstacles and anticipates problems.
- Reviews progress and takes corrective action.
- Reliable and delivers under pressure.
- Exceeds objectives despite difficulties.
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### Team Working and Interpersonal Skills

- Trusted and cooperative with colleagues.
- Shares knowledge and seeks relevant information.
- Establishes trust and credibility.
- Supports others in meeting business goals.
- Effective and persuasive, resolves situations.

### Decision Making

- Analyses situations and makes timely decisions.
- Takes difficult decisions and accepts accountability.
- Gathers information and considers options.

**Strategic Thinking**

- Understands company values and goals.

**Develops Self and Others**

- Implements actions to improve performance.
- Offers constructive feedback to colleagues.

**Communication**

- Clear, trusted, logical, concise, and persuasive.
- Quick to understand and respond.
- Excellent written communication

**Qualifications & Experience****Essential**

- A good level of education is required
- Experience in a busy business environment.
- Customer service or sales experience.
- Proficient in Microsoft Excel and Outlook.

**Desirable**

- Experience in Construction or HVAC Industry.
- Familiarity with MRP and CRM systems.
- Experience with Microsoft SharePoint and Teams.