

Emerald Truck & Van – Job advert – Warranty Administrator

Emerald Truck & Van Limited is a commercial vehicle dealership selling the full range of new and pre-owned vans and trucks. We are the Importer and distributor of Iveco vehicles, and a franchised dealer in Ireland at our head office in Ballymount, South Dublin. We are supported by a network of regional partners across the country. Iveco is an international leader in the development, manufacture, marketing and servicing of a vast range of light, medium and heavy commercial vehicles selling more than 150,000 vehicles each year.

An opportunity has arisen for the position of **Warranty Administrator**. 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:

13. Previous experience demonstrating administrative excellence in the motor industry.
14. Process orientated with attention to detail.
15. Excellent communication skills.
16. Proficient computer skills.

Desirable criteria:

17. Previous automotive warranty administration experience.
18. Automotive technical knowledge.
19. Knowledge of the Kerridge/CDK DMS.

Please note:

- 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.
- Emerald Truck & Van reserve the right to review the experience and qualifications required depending on the volume of applicants.

- 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@emtv.ie. **You must outline on your CV and covering letter how your experience meets the needs outlined above.**
- Closing Date – Friday 11 October 2024.