

## **CLASS TITLE: WARRANTY/TRAINING ADMINISTRATOR**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for administrative and technical duties regarding the administration and coordination of a technical training and parts warranty program; including identifying warrantable items, settling warranty claims, reconciling warranty receivables, negotiating warranty failures with vendors, investigating and tracking factory recalls and announcements, obtaining warranty payments from vendors; and planning, coordinating and administering a standardized technician's training program to be implemented throughout the department.

### **ESSENTIAL TASKS:**

- Tracks, submits, negotiates, follows up, reports and analyzes warranty claims
- Ensures all warranty paperwork properly documented and verifies criteria needed by the vendor/manufacturer processed correctly for parts and/or labor claims payable to the City of Tulsa
- Reviews manufacturer warranty and policy manuals to understand different warranties and their coverage's
- Maintains service and customer records as required by the warrantor
- Enters warranty information and claims in the Fleet Focus system to ensure warranty expiration dates printed on each work order
- Enters credits in the Fleet Focus system on processed claims for each vehicle or department
- Investigates factory recalls and announcements, notifies department contacts and tracks and monitors completion
- Arranges for warranty parts to be shipped to the factory or distributor and resubmits rejected claims promptly, including leading and facilitating any part warranty audits requested by the vendor or manufacturer
- Reconciles warranty receivables and obtains warranty payments from vendors
- Determines reimbursement for labor and parts used in the repair of fleet assets under the respective manufacturer warranty coverage
- Works with vendors and warranty/quality control personnel to resolve repetitive warranty claims
- Assists implementation of a parts retention program with shop and parts personnel and maintains a designated area to store retained parts
- Processes and monitors the movement of surplus through the system and tracks and reports cost savings obtained by the use of salvage parts
- Works with Maintenance Operations Manager and Shop Supervisors to identify and obtain appropriate technician training to stay current with emergent technologies
- Evaluates training opportunities and advises management of trends and needs
- Serves as training coordinator to monitor and report progress to ensure training programs updated and function properly
- May lead or facilitate specific training classes or session topics based on identified needs
- Coordinates and tracks department diagnostic assets, ensuring technicians trained, devices secured and properly updated and working
- Collaborates with Fleet Analyst to ensure the department's safety program best practices, serves as backup and assists in conducting meetings and providing safety training
- May serve as a back-up supervisor to cover duties and responsibilities of the Shop Supervisor due to absence or as relief during emergency operations

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with an associate's degree in business administration or a closely related field, and three (3) years of progressively responsible shop management and/or administrative support experience in a vehicle repair environment; experience in automotive warranty administration or shop management and technician training is desired; experience with fleet management software is required; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one step pay increase following completion of all Ford required testing that result in obtaining Ford Parts Master Warranty Certification.

Employee will be eligible for an additional pay step following completion of Automotive Fleet Specialist Certification through the National Association of Fleet Administrators.

Failure to maintain certifications from which a pay step increase resulted will result in a loss of pay step.

Knowledge, Abilities and Skills: Good knowledge and understanding of automotive repair principles and parts including identification, inspection, and classification of component groups; and good knowledge of record keeping practices and procedures, vehicle maintenance trades, shop tools and power equipment, inventory control systems, and equipment and vehicle manufacturers' fleet in-house warranty reimbursement programs. Ability to work independently with limited supervision; ability to effectively negotiate with vendors on claims; and the ability to focus on details. Applicant must possess good computer skills and excellent verbal and communication skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting, carrying and pulling up to 50 pounds; and may be subject to walking, standing, sitting, reaching, bending, kneeling, handling, feeling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and occasionally outdoors and in inclement weather; and will require some travel to various City locations.

**Class Code: 1159**

**EEO Code: E-02**

**Pay Code: EX-32**

**Group: Clerical and Administrative**

**Series: General Administrative**

**Effective date: December 15, 2021**