

Job Description
Haywards Heath Volkswagen
Warranty Administrator

JOB TITLE:	Warranty Administrator
LOCATION:	Haywards Heath Volkswagen
DEPARTMENT:	Service
HOURS OF WORK:	Monday to Friday 25 hours per week Start and finish times flexible
SALARY:	Commensurate with skills and responsibilities

Main Purpose of Job:

The effective and timely administration of warranty claims

Objectives and Key Tasks:

1. All Warranty Administration

- a. Ensure accurate submissions of warranty claims within the manufacturers timescale
- b. Ensure that all warranty Claim Information is entered on UCS / Power as per company policy.
- c. Advise on warranty adjustments to ensure balance of warranty account.
- d. Maintain an accurate filing system of warranty claims for audit purposes.
- e. Ensure all administrative functions within the warranty department are carried out in accordance with company policy.
- f. Review warranty reporting systems with the Aftersales Manager to identify improvements where possible.
- g. Administer warranty policy in the best interests of the dealership, manufacturer and customer.
- h. Keep accurate records of warranty submissions, credits, rejections and customer contributions towards goodwill claims.
- i. Maintain relationships with other staff members, specialist repairers and manufacturers' representatives.
- j. Inform all relevant staff of forthcoming recall campaigns and changes in warranty/goodwill procedure.
- k. Maintain knowledge on all warranty procedures and documentation.
- l. Support other staff members on all warranty related matters.
- m. Advise internal and external customers on all matters regarding manufacturer's warranty.
- n. Complete Warranty Self Audits as required in line with company policy
- o. Ensure Warranty WIP is checked regularly, working with the Service Advisors to ensure claims are not missed
- p. Support with Warranty claims at other sites as required (holiday cover etc.)

2. Campaign Coordinator

Assist the Aftersales Manager with Recall and Product enhancement campaigns.

QUALIFICATIONS

Essential

GCSE grade C or above in English or equivalent

Desirable

NVQ/SVQ levels 2 and 3 in Customer Service.

SKILLS REQUIRED

Essential

The ability to work efficiently with the public

Able to convey information clearly & succinctly whether verbal or written

Able to establish effective working relationships with varied personnel

Able to work independently demonstrating initiative and pro-activity

Able to demonstrate sensitivity, diplomacy and tact

Able to persuade negotiate and influence others

Basic computer skills

UK driving licence as the role involves working at two sites.

Desirable

Knowledge of Manufacture systems

Word processing/ spreadsheet skills

DMS management systems

PERSONAL ATTRIBUTES

Essential

Have a smart appearance

Excellent telephone manner

Able to maintain confidentiality

Ability to sometimes deal with difficult, impatient or distressed people

Efficient and well organised Interested in the work of the organisation

Andrew Bremer

Warranty Administrator

15th January 2026