

Supervisor, Warranty – Elkford Branch

Reporting to the Service Manager, this position provides technical support services as they relate to warranty and service functions within well established and clearly defined policies and procedures. Duties include: Preparing, writing and submitting technical warranty claims as required, compiling all technical documentation, ensuring all claim deadlines are met and claims are accurate and complete, ensuring current Warranty Certifications meet specified Komatsu requirements. All duties performed are completed with special focus applied to increasing the warranty recovery rate, as measured by the balanced scorecard.

Qualifications:

Position requires a Technical Diploma or Journeyman certification in a related field and previous technical experience and administrative support in a field service environment. Minimum of 3 years warranty analysis, fleet management or relevant experience is required. Other combinations of education and experience may be considered.

- Must be able to obtain the Komatsu Claim Administrator Certification
- Detailed orientated in regards to understanding and educating branch personal on policy and procedures
- Process and system driven including detail orientated.
- Negotiating skills that result in both parties winning.
- Report writing with technical
- A/P, A/R process understanding
- Excellent computer skills (i.e. MS Office including excel and word, ERP systems such as extend)
- Strong verbal communication skills – providing and/or exchanging information with internal and external resources.
- Strong analytical skills combined with excellent skills in time management, work prioritization, and attention to detail.
- Previous dealership and/or office experience in a mining industrial Heavy Equipment environment is preferred.

Closing Date: When filled

Apply at: <https://www.smsequip.com/careers.html>