



Job Title: Warranty Support Administrator

Department: Warranty

Reports To: Warranty Center Manager or Warranty Supervisor

Supervises: None

Job Group: Administrative Support Workers

Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will work with our locations and customers to track units, ensure they are properly registered, and ensure manufacture programs are completed. This individual will perform functions to support warranty work order reimbursement coding/reconciling and submitting entry-level warranty claims. This individual will work with the Warranty Support Specialists to ensure any needed work order corrections are made after submission of the claims.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Processing of warranty credits, including account coding, and other assigned duties as required.
- Reconciling claims and reporting/communicating reimbursement differences and process issues.
- Proactively monitor and create communication on manufacture programs to our locations and customers as required.
- Contacting customers and other dealer groups to confirm machine registration details, update registrations, and complete responsible dealer transfers.
- Monitor and update customer registrations and responsible dealers.
- Generate, modify, and save reports.
- Submit parts, PIP, and entry-level claims to the Manufacturer as assigned.
- Continual monitoring of assigned General Ledger Accounts to assure needed entries are communicated with the accounting department/field on a timely and consistent basis.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Demonstrates entry-level accounting and bookkeeping skills with the ability to accurately process and maintain financial records.
- Possesses strong computer skills and is comfortable learning and utilizing a variety of software applications and systems.
- Maintains a working knowledge of service department processes and procedures to effectively support daily operations.
- Exhibits strong organizational skills and the ability to manage multiple priorities in a fast-paced environment.
- Demonstrates excellent verbal and written communication skills when interacting with customers, coworkers, and management.
- Provides exceptional customer service and is committed to creating a positive customer experience.
- Has a general understanding of mechanical and technical terminology, which is preferred for success in the role.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X
Walking			X	
Standing			X	
Bending (neck)			X	
Bending (waist)			X	
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		

Twisting (neck)			X	
Twisting (waist)			X	
Hand Use: Dominant Hand Right___ Left___				
Is repetitive use of hand required?				X
Simple Grasping			X	
Power Grasping		X		
Fine Manipulation		X		
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.			X	
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?		X		