

MAIN OFFICE
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LOCATIONS
Chicago, IL
Holland, MI
Charlevoix, MI
Spring Lake, MI
Grand Haven, MI
Catawba Island, OH
St. Clair Shores (HQ), MI

Warranty Administrator (St. Clair Shores, MI)

Description:

This is a full-time Warranty Administrator position in our St. Clair Shores, MI location. The right candidate will work closely with our team of technicians, service writers and supervisors. We mainly work on new vessels in the 40' to 75' range. The Warranty Administrator plays an important role within the service team coordinating warranty repairs and ensuring payment is received from the manufactures. With seven locations throughout the Great Lakes, our warranty team reports out of our headquarters and provides warranty processing for all locations.

Qualifications:

- Strong organizational and communication skills
- Warranty processing and boat knowledge preferred
- Computer skills that adapt to various claim processing programs
- Energetic team member with leadership skills

General Responsibilities:

The general responsibilities include assisting in the following areas, but are not limited to:

- Gather information from the customer and technician and input the information to the work order
- Coordinate manufacturers, technicians and contractors to ensure warranty repairs are made efficiently and as quickly as possible
- Work with all location service teams to review warranty work orders for accuracy and bill appropriate warranty providers
- Ensure warranty claims are submitted to manufacturers while complying to specific manufacturer guidelines
- Actively monitor claim status to ensure monies are received in a timely manner and identify any outstanding warranty payments
- You will manage claim shortages from the manufacturer and provide explanation to leadership on why the claim has been shorted
- Assist in obtaining technical documentation and diagrams from manufacturers on how to complete certain warranty repairs when requested from service teams

Contact Steele Downer at (866) 490-5297 ext. 120 or sdowner@jbys.com



"Your Boating Pleasure is Our Top Priority and Our Goal is to Exceed the Expectations of Our Customers."

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