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## Warranty Claims Analyst/Warranty Failure Analysis Technician

Reports to: Regional Warranty Manager

FLSA Status: Non-Exempt

Shift: 1 (Days)

Opening Date: May 22, 2019

Closing Date: Open Until Filled

### **JOB SUMMARY:**

The Warranty Claims Analyst/ Warranty Failure Analysis Technician is responsible for processing claims submitted by our OEM and Aftermarket customers for both factory and field within the allotted timeframe based on individual warranty agreements. Warranty Claims Analyst/ Warranty Failure Analysis Technician will make claim determination based upon information provided by the customer and/or component returned for evaluation. Warranty Claims Analyst/ Warranty Failure Analysis Technician processes warranty claims submitted by customer through inspection, testing and investigation of product(s) returned. Documents the findings on the warranty claim work order, QA hold tag and/or rework tag. Verifies product returns are of current design iteration and in salable condition. When required, documents, re-packages and labels product for return to inventory. During the course of new product development, participates in the serviceability studies for determining standard repair time allowances.

### **ESSENTIAL FUNCTIONS:**

1. Generate work orders on material returned under RGA system for credit purposes. Documents the receipt of returned material. Reviews information provided on customer claim form and or packing list.
2. Process customer complaints. Review information provided by customer and the appropriate internal Red DOT department. Perform necessary investigation to determine complaint validity and issue credit if required along with a customer claim summary.
3. Process warranty claims submitted by customers. Review information provided on claim forms and verify conformance to negotiated policy guidelines. Determine amount of credit/debit to be issued.
4. Communicate disputed claim findings to the customer and work with them to understand why the claim was denied resulting in the need for a reversal of the debit or negotiate a settlement with the customer.
5. Enter claim information and codes into the warranty data base and quality data base.
6. Issue customer credit / debit memos and claim disposition correspondence.
7. Apply credit to appropriate customer account.
8. Prepare customer credit and supplier recovery reports.
9. Collect data and produces statistical comparisons and trend analysis that support Red DOT's warranty task force and warranty presentations.
10. Conduct product evaluation to determine the cause of failure
11. Teardown and salvage defective/scrapped product
12. Repackage and enter recovered product into inventory control system.
13. Complete root cause evaluations in accordance with corrective action requirements.



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14. Enter Customer Complaints; assign Return Goods Authorizations, Scrap Goods Authorizations.
  15. Provide best in class support to our Dealers and Fleet Customers on a regular basis.
  16. Other duties as assigned.

**JOB QUALIFICATIONS:**

- High school diploma or GED required.
- 2+ years working in around manufacturing environment required
- Able to understand technical specifications and drawings, including GD&T.
- Must have excellent verbal and written communication skills.
- Must have excellent customer service and interpersonal skills.
- Able to perform data entry with a high degree of accuracy and speed.
- Basic knowledge of office application software such as Microsoft Word, Excel, Outlook, Power Point, and Access.
- Back ground in vehicle maintenance
- Ability to prioritize workload
- Able to lift up to 50 pounds unaided.

**DESIRED QUALIFICATIONS:**

- 1+ year experience understanding specifications and blue prints, including GD&T
- Experience with ERP systems
- Experience with vehicle HVAC systems

**About Tukwila**

Only 30 minutes outside of Seattle, Tukwila is home to Red DOT Corporation headquarters. The location allows easy access to the big city lifestyle that Seattle provides. The headquarters have grown to now include over 400 employees.

**Benefits**

Red DOT offers competitive benefits including options and choices to fit your needs such as medical, dental, prescription drug, life and accident insurance, long and short term disability, matching 401k plan, employee stock ownership plan (ESOP), and employee assistance program.

**Why Red DOT?**

At Red DOT you have a voice and the opportunity to impact our long-term success, as well as your own. We are celebrating over 50 years in business, and pride ourselves as an ESOP company that is one of the global leaders in heavy-duty HVAC equipment manufacturing, we have an extensive network of customers and serve more than 20 countries. While headquartered in Tukwila, WA, Red DOT has manufacturing facilities all over the world creating and distributing their full-line of products. Join Red DOT and become part of a diverse team and grow your career in ways you never imagined. It's time to embrace your infinite possibilities!

Red DOT Corporations is an Equal Opportunity Employer.