

Warranty Administrator

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Company: eRecruitSmart

Location: Hatfield

Category: office-and-administrative-support

Exciting News! Porsche Retail Group is expanding our team and have an excellent opportunity for an experienced **Warranty Administrator** to work for one of the world's most iconic brands and join the prestigious **Porsche Centre Hatfield**. The Porsche Centre is located by Hatfield Business Park and has staff parking, a gym close by, a newly refurbished staff area which has a pool table, darts and a TV. The Porsche Centre is a 5-minute drive to The Galleria shopping centre and Hatfield Retail Park.

About the company

Porsche Retail Group is a wholly owned subsidiary of Porsche Cars Great Britain and are one of the largest Porsche Dealer Groups in the UK, representing five Porsche Centres located in Guildford, Hatfield, Mayfair, Reading and West London. Porsche Retail Group are proud to be one of Best Companies' **Top 100 large companies to work for in the UK**, as well as a **Top 5 company in Automotive**, and combine an outstanding working environment with great benefits and an extremely competitive package.

About the role

As a Warranty Administrator, you will provide and administer a level of warranty administration that will enable the company to achieve its objective of consistently meeting its customer expectations, ensuring that commercial and operational requirements are considered at all times.

About the responsibilities:

In the role of Warranty Administrator, you will:

Provide administration on the warranty system to the Porsche Centre, ensuring that claims are entered onto the system within the parameters of Porsche's Worldwide Warranty System

Check the warranty account for outstanding payments that are coming up to three months old and rectify as appropriate

Process the warranty report on a monthly basis and distribute to Dealer Principal, Accounts, Aftersales Manager and Group Warranty Controller

Process and return Parts from the Dealer to PCGB when requested, obtaining feedback and action as appropriate

Process vehicle recalls, collating necessary information for successful distribution to the service team.

Control the submission of goodwill requests and paintwork/corrosion submissions

Assist Service Advisors in peak periods, to aid the achievement of customer satisfaction

Be proactive in maintaining professional standards of personal and dealership presentation.

Keep updated with the FSA Compliance Assessment, working within the Insurance Code of Business guidelines

Core Accountabilities:

To understand and assist in the delivery of Business Strategy and Objectives

Deliver an agreed level of service to the Internal and External Customer, Business Partners and External Suppliers

Take ownership for personal development needs in anticipation of Business requirements

Contribute fully within the team, ensuring the right environment is maintained

Ensure the appropriate level of management control and system exploitation is applied to all relevant systems

Adhere to company policies and procedures at all times

About the hours & rewards

For the role of Warranty Administrator, the hours of work are 46.25 hours per week and there is a basic salary on offer of £30,000 per annum. You will also receive a fantastic benefits package, including:

25 days holiday per year plus bank holidays

Option of a VW group vehicle at preferential leasing rates

Private Medical Insurance

DC Pension Scheme

Life Insurance

Staff preferential rates

Employee Discounts Programme

Employee Assistance Programme

How to apply

Please note that eRecruitSmart is advertising the role of Warranty Administrator on behalf of Porsche Retail Group. Your CV will be sent to the Hiring Manager who is responsible for the vacancy that you have applied to. Please only apply if you consent to these terms.

You must have eligibility to work in the UK. Please note, only suitable applicants will be contacted. If your address and contact details are not on your CV, you will not be considered.

We look forward to hearing from you!

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