

United Kingdom Jobs Expertini®

Warranty Administrator

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Company: eRecruitSmart

Location: London

Category: other-general

Porsche Retail Group 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 West London. This impressive Centre is a state-of-the-art building with a Barista service coffee bar, close to public transport links, heavily subsidised parking and is located 5 minutes' walk from Chiswick High Road, which is full of shops and restaurants. 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 be 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

appropriateProcess 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 satisfactionBe proactive in maintaining professional standards of personal and dealership presentation. Keep updated with the FSA Compliance Assessment, working within the Insurance Code of Business guidelinesCore 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 requirementsContribute 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 40 hours per week - Monday to Friday 8.00am to 5.00pm. There is a basic salary on offer of £28,015 to £30,000 per annum, plus a bonus of up to £3,450. 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 SchemeLife InsuranceStaff 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! service advisor, warranty, motor, automotive, dealership, aftersales, administrator,

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