

Warranty Planning Coordinator

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Company: Everest Home Improvements

Location: Ayr

Category: other-general

Warranty Planning Coordinator

Location - AYR (must be able to travel to this location)

Salary: £21,424 rising to £22,945.52 after completion of probation

Everest is a leader in the Home Improvements sector, and we have an exciting opportunity available for a Warranty Planning Coordinator to be based from our Ayr office.

Everest's values are Innovation, Communication, Ownership and Networking. We are looking for people who share our passions and want to contribute to our continued success to deliver the best customer service.

As the Warranty Planning Coordinator, you will work with all internal departments, including Manufacturing, Operations and Service, to ensure our customer receives a timely resolution to warranty claims.

You will take ownership of all aspects of communication to ensure our customers are well-informed and have a single point of contact.

This is a full-time position working on a flexible rota basis, covering Monday to Friday with hours between 08:00 to 18:00 and one Saturday in four weekends (37.5 hours a week).

What you will be doing

Administering and managing all Everest warranty claims.

Understanding the warranty claims procedure.

Offering and supporting all Everest customers during the warranty claim experience.

Supporting and working with our Installation Centre teams to ensure warranty claims are

managed efficiently and to a satisfactory conclusion.

Delivering exceptional standards of customer service.

What we're looking for:

Coordination or planning experience.

Excellent communication skills, both written and verbal.

The ability to listen and identify solutions.

A team player.

A problem solver with the ability to make decisions to help our customers resolve their queries.

Able to work effectively under pressure and achieve results.

Ability to multi-task, being flexible to meet customer and business needs.

What we can offer you:

25 days A/L plus BHL

Fantastic training programme.

Flexibility to work from home for some of the week.

Friendly and supportive team.

Employer Assistance Programme.

Staff discounts are available.

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Cross References and Citations:

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