



**KOLBERG-PIONEER, INC.**

**Position Description**

**Salaried Exempt**

**POSITION: WARRANTY & PROBLEM RESOLUTION SPECIALIST**

**DEPARTMENT: PRODUCT SUPPORT**

**REPORTS TO: WARRANTY LEADER**

**DATE: MAY 13, 2021**

**Basic Function**

Develop, implement and coordinate all problem recognition and resolution efforts within the Material Solutions Group. Facilitate and lead a cross functional team of engineering, supply chain and manufacturing to successfully identify and resolve customer problems. Requires a highly organized, detail and timeline oriented approach in product reliability initiatives. Administration and evaluation of dealer/customer warranty claim submittals.

**Primary Duties and Responsibilities**

1. Evaluate warranty claims for resolution and root cause identification.
2. Able to negotiate effectively with customers and suppliers.
3. Evaluate and investigate warranty data to identify product reliability and quality trends.
4. Provide detailed, data driven information on problems incurred to necessary stakeholders including Engineering, manufacturing and supply chain in order to successfully prioritize resources in problem resolution.
5. Interact cross-departmentally to resolve problems.
6. Utilize strong communication abilities for holding internal stakeholders accountable through an established problem identification and resolution process.
7. Provide method and solution for correction of field problems and provide technical engineering data as requested by field service representatives and distributor/customer representatives.
8. Drive 8D problem resolution process utilizing statistical tools
9. Coordinate strategy of releasing and field follow up of Product Service Bulletins.

(Continued)

Position Description for **WARRANTY & CUSTOMER SERVICE SPECIALIST**, cont.

10. Develop, create, manage and organize scheduled warranty and problem resolution reports. This will entail working fluently in Word, Excel, and PowerPoint to create documents, spreadsheets, graphs, charts, etc.
11. Develop and manage scorecards to track field compliance to warranty procedures and evaluate key suppliers' warranty performance metrics.
12. Process required paperwork as needed with aid of administrative assistant.
13. Ensure compliance with all SOX narrative activities.
14. Maintain complete files on distributor organization in relation to field problems, problem resolution, warranty claims and technical data.
15. Provide assistance in development and keeping current knowledge based data in a central database for improved problem recognition and resolution.
16. All other duties as assigned.

**Essential Functions**

1. Ability to operate efficiently in Microsoft Office tools including Outlook, Excel, Word and Power Point.
2. Ability to operate efficiently on measured goals that are timeline sensitive.
3. Ability to manage stressful situations which include irate and/or dissatisfied customers, dealers, etc.
4. Strong ability to recall details.
5. Handle Multiple tasks, take initiative, be a team player, problem solver and critical thinker
6. May occasionally travel up to 20%, possibly on short notice.
7. Occasionally visit environments which include heavy industrial settings, quarry/pit locations, and construction sites with associated pollutants and noise level.

**Essential Qualifications**

1. Education/Experience: Bachelor's degree is strongly preferred in Business, Supply Chain Management or other related field or 3-5 years' minimum experience in warranty management, service management, supply chain management, engineering, finance, accounting or business related field

(Continued)

Position Description for **WARRANTY & CUSTOMER SERVICE SPECIALIST**, cont.

2. Excellent negotiation skills.
3. Very strong organizational skills.
4. Ability to manage personnel and provide organized approach to all duties.
5. Strong computer and general office equipment skills.
6. Mechanical knowledge and aptitude
7. Ability to work well with others and demonstrate good oral and written communication skills.
8. Willing to occasionally travel by air and auto.
9. Must have a valid driver's license.
10. Must be able to obtain a passport if necessary.
11. Must have financial means to travel when required. Approved expenses will be reimbursed.
12. Required to carry \$100,000/\$300,000 liability insurance coverage on any personal vehicle used for company business.

This description is intended as a guide only. The listed duties may be changed at the discretion of the incumbent's supervisor.