**Class Summary**

The responsibilities of this classification include researching and analyzing part failure and vehicle repair data in order to support and maximize warranty recovery opportunities for King County Transit. Following established and variable procedures, incumbents process warranties for new revenue vehicles, aftermarket parts and special project installations performed within Vehicle Maintenance.

**Distinguishing Characteristics**

This is a single level classification. Positions in this classification assist in planning, organizing, and maintaining various warranty programs, policies, and procedures. May assist with warranty specifications and contracts preparation. Works under the direction of a supervisor within the Warranty division.

**Examples of Duties**

1. Create warranty claims for original equipment manufacturer (OEM) and after-market parts; review mechanic repair orders to ensure repairs were completed according to warranty specifications; code and enter claim data in manufacturer’s automated claim systems; code, reconcile, and enter claim submissions, payments, credit memos and related information in financial accounting system; monitor claim submissions for possible fleet defects and to maximize warranty recovery opportunities.
2. Investigate warranty status issues; review and analyze technical and mechanical bus data and other information to assess bus part failures; compile data required for the warranty claims tracking; reconcile warranty replacement part and labor costs against vendor invoices.
3. Administer warranty program for smartcard and on-board system technology, and track replacement part warranty claims; administer parts exchange programs for contracted vendors.
4. Provide guidance and direction to mechanical staff and VM management related to repair practices, work order data, and warranty procedures.
5. Create, edit, and Initiate a variety of forms as it relates to warranty status changes, part locations, or work assignment changes.
6. Coordinate delivery activities for all new revenue vehicles to include delivery, set up of coach in system, licensing, and purchasing requirements.
7. Create and maintain systems to track warranty claims status and parts dispositions.
8. Organize and administer retrofits and parts exchange programs for vendors and vehicle fleets.
9. Maintain warranty stock or supplies from contractors and OEMs using a variety of warehouse equipment such as forklifts, overhead cranes, and floor jacks.
10. Respond to internal and external audit requests.
11. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of warranty administration

Knowledge of vehicle and device lifecycle management

Knowledge of maintenance procedures for heavy-duty fleet repairs

Knowledge of inventory and contract management

Knowledge of root cause failure analysis

Skill in explaining complicated procedural and technical requirements to varied audiences

Skill in maintaining data accuracy and integrity

Skill in maintaining confidentiality of sensitive information

Skill in effectively handling multiple competing priorities

Skill in taking initiative and adapting to changes in work load demand

Skill in oral and written communication

Skill in working with a variety of individuals from diverse backgrounds

Ability to operate a forklift or obtain a forklift certification

Ability to work independently and as a team member

Skill in using current office software programs including word processing, spreadsheet, database and email

**Education and Experience Requirements**

Previous mechanical, warranty and/or inventory experience

OR any combination of education and experience that clearly demonstrates the ability to perform the job duties of the classification

**Licensing, Certification and Other Requirements**

U.S. Forklift Operator Certification

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | Created 4/2016  Revised 3/2017 |