

TOWER OPERATOR / WARRANTY CLERK – JOB DESCRIPTION

FUNCTIONS:

- Controlling Shop Workflow
- Making sure promise times are met
- Quality Control
- Administration
- Interdepartmental Relations

COMPETENCIES:

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

PERSONALITY ATTRIBUTES:

- Patience
- Attentiveness
- Cognitive Empathy
- Clear Communication Skills
- Ability to Use "Positive Language"
- Ability to "Read" Customers
- A Calming Presence
- Persuasion Skills
- "WOW" Customers Service

REPORTS TO:

- Fixed Operations Manager
- Service Manager
- Assistant Manager
- Service Advisor
- Shop Foreman
- Our Customers

MANAGEMENT/BUSINESS SKILLS REQUIRED:

- Knowledge of automotive systems and the ability to understand technician repair descriptions
- Willingness and ability to maintain current product and technical knowledge
- Appropriate procedural training
- Ability to interpret work orders, clarify descriptions and required details for warranty compliance
- Ability to understand the technical descriptions of the technician and to apply the correct operation codes to pay the technician in accordance with policies and procedures
- Ability to make sure the required technical specification data for warranty repairs is documented on the repair order
- Ability to estimate time of service or repair job for purposes of efficient scheduling

- Knowledge of parts requirements to complete a job and how to match the parts with the correct operation code
- Ability to maintain communication with Service Consultants and Parts Department
- Knowledge of approved and established procedures for conducting service and repairs
- Ability to document repairs performed on completed customer, warranty and internal service orders
- Ability to stay current by attending training schools and by reading and understanding service manuals, technical bulletins, product recalls etc.
- Knowledge of and ability to comply with the quality control & inspection requirements of the Service Dept.
- Ability to monitor clock on and clock off by a technician on a repair order

WORK ORIENTATION FACTORS

- Contact with Service Consultants and customers from a variety of backgrounds
- Contact with people in all dealership departments
- Considerable detail-oriented paperwork (documentation of repairs, charges, etc.)

POSITION SUMMARY

The Tower Operator/Warranty Clerk:

- Is responsible for controlling the work- flow to ensure promise times are met
- Is responsible to ensure the appropriately trained technician is assigned to the job
- Works closely with the Parts Department and with the Service Consultant.
- Uses the computer to determine how long a given repair or service will take and keeps the Service Consultant or Manager abreast of repair progress so that additional work may be scheduled.
- Is a good communicator, immediately telling the Service Consultant and Parts Department if a part needs to be ordered and asking for clarification if a work order is not clear or seems incorrect.
- Applies the appropriate operation code on the repair order to pay the technician

- Submits the warranty claims to the manufacturer for payment and corrects rejected lines before resubmission
- Monitors the warranty schedule after each payment to make any corrections and to ensure all repair orders are accounted for
- Informs the Service Manager and Shop Foreman of any non-compliance of procedures by the technicians or Service Advisors so it may be corrected
- Should be capable of working independently, managing his or her time and work-flow.

WHAT THE WORKER IS LIKE?

The Tower Operator/Warranty Clerk:

- Is technically competent regarding automotive systems in general and the company's products and must continually review the most recent bulletins and policies / procedures to remain current.
- Required to have some technical knowledge, clerical ability, accounting basics and computer literacy.
- Can work congenially among other Technicians and Service Consultants and can help them when needed.
- Must work well with the Parts Department to ensure that warranty parts are returned, retained and sent back to the factory if requested.
- May interact directly with staff members to explain procedural problems and the steps taken to correct them.
- Must be well-organized and systematic in approaching this job.
- Must have a good work ethic, a positive attitude, and a strong desire to meet customer's expectations.

WHAT THE WORK IS LIKE?

The work of the Tower Operator/Warranty Clerk:

- Must be done efficiently and correctly to help ensure the success of the Service Department.

- Involves analyzing work orders carefully to understand the promise time, the accuracy of the description, and what work has been agreed to.
- Requires understanding what service procedures will be required for a given repair or service and ensuring their compliance.
- Entails the ability to monitor technicians clocking on and clocking off the repairs and staying with a planned schedule for the day or adapting to changes as needed.
- Requires conforming to quality control and inspection policies and procedures that protect the factory and dealership from potential charge backs.
- From an administrative standpoint is centred on consistent accuracy in the processing of warranty claims and an efficient and fair distribution of work through the scheduling system.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: