



JOB DESCRIPTION

TITLE:	Warranty & Repair Coordinator 1,2,3	DATE:	2/2017
REPORTS TO:	Service Supervisor	FLSA STATUS:	Non-Exempt
DEPARTMENT:	Service Operations	MGT/SPVR:	No

SUMMARY

The Warranty & Repair Coordinator handles clients' warranty, new parts and repair needs. Responsibilities include debriefing daily installation and service personnel, inputting and providing complete and accurate project status on computer software as required. Acts as liaison between manufacturers, Tech Services, Installation and Operations personnel. Works with project management, sales, project coordinators, and warehouse personnel to increase product movement and delivery timeliness and accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receives request for repair, identifies proper course of action and creates paperwork to address issues.
- Generates quotes for non-warranty issues and new part orders.
- Orders necessary parts from manufacture's per service technician's evaluation and or phone evaluation.
- Maintains communication between manufacturers, clients and service teams to achieve accuracy.
- Maintains control of service stock inventory and replenishes as needed.
- Performs all order entry functions pertaining to projects.
- Generates POs and WOs for purchasing and billing.
- Generates reimbursement requests for all warranty issues (labor/parts).
- Is proficient with labor tracking software and provides timecard and labor reports as required.
- Provides support for scheduling when needed.
- Performs other duties as assigned, including special projects.

SUPERVISORY RESPONSIBILITIES

This job has no regular supervisory responsibilities, but duties require the Installation Coordinator to temporarily direct and coordinate actions of several different supporting positions within the project team to ensure adherence to schedule and cost allocations.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and/or EXPERIENCE

Warranty & Repair Coordinator 1 - Requires a high school diploma or GED plus Bachelor's degree and up to 2 years of related experience; or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Has knowledge of commonly-used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do

not typically require exercising independent judgment. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

Warranty & Repair Coordinator 2 - Requires a high school diploma or GED plus Bachelor's degree and up 2-5 years of related experience; or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Familiarity with standard concepts, practices, and procedures within field. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

Warranty & Repair Coordinator 3 - Requires a high school diploma or GED plus Bachelor's degree and at least 5 years of related experience; or equivalent combination of education and experience and/or training with contract office furniture systems, most preferably with Herman Miller furniture systems. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

LANGUAGE SKILLS

Ability to read and interpret documents such as acknowledgements, purchase orders, and status reports. Ability to write routine reports and correspondence in English. Ability to present instructions and speak effectively, in English, with coworkers, vendors, and customers (vendor and customer contact primarily via telephone).

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts and percentages. Ability to apply concepts of basic algebra. Ability to calculate out cost differences between budgeted and actual, and determine appropriate corrections.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

None required.

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and operate a computer keyboard, mouse, and telephone keypad; talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Equal Opportunity Employer—minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.