

Warranty Engineer

SUMMARY OF POSITION:

Responsible for reviewing and analyzing customer warranties for failure mode and responsibility, communicate trends and lead improvement teams. Process claims for payment and communicate data trends to the organization for continual improvement.

PRIMARY DUTIES AND RESPONSIBILITIES:

To perform this position 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.

- ✓ Shall adhere to all safety, health and environmental procedures, policies and practices such as; utilizing personal protective equipment and proper attire in keeping with safety standards.
- ✓ Comply with all ISO/TS 16949 & ISO-14001 procedures and work instructions related to your job description.

KEY ACCOUNTABILITIES:

To perform this position 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.

1. Analyze customer warranty for responsibility, reason, cost, and resolution
2. As, required, communicate acceptance to our customers.
3. Approve warranty invoices, as authorized, based on findings and communicate these to our customers.
4. Publish an executive monthly warranty report by customer, including trend, pareto analysis for top field failures.
5. Work with JAC Plants on corrective actions of top field failures and track to completion.
6. Complete detailed warranty analysis on specific field failures, as required.
7. Attend customer warranty meetings as required.
8. Schedule monthly corporate warranty meetings and develop warranty presentation.
9. Performs all other functions as required; included are any work assignments relating to the efficient flow of work within JAC Products Inc.

SKILLS/COMPETENCIES:

- Maintain a team-oriented working environment that allows for individual differences and provides for individual growth.
- Ability to read and interpret documents such as safety rules, policies and procedure manuals and operating instructions.
- Ability to perform statistical analysis on large sets of data.
- Excellent communication skills
- Strong Microsoft Excel skills.
- Full understanding of AIAG guidelines for automotive
- Full understanding of PPAP requirements

PREFERRED EDUCATION REQUIREMENTS:

Note: Possession of a High School Diploma or General Education Degree (GED) is required for all new hires in all positions.

- 4 year Bachelor's Degree Required

- Engineering Degree Preferred

PREFERRED EXPERIENCE:

- Minimum 2 years' experience preferred dealing with product quality Engineering Experience

TRAVEL

- Travel to customer locations required.

PHYSICAL REQUIREMENTS / WORK ENVIRONMENT:

The physical demands/work environment 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 required to bend, stoop, crouch and stand, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms and keep balance.
- While performing the duties of this job, the employee is required to perform repetitive work and is frequently exposed to vibration.
- Ability to walk and/or sit for extended periods of time.
- The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds, and occasionally lift up to thirty (30) pounds.
- Ability to endure heat.
- While performing the job functions of this position, the employee frequently works near powered motor vehicles, power tools, and automated assembly fixtures.

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