

CLASS TITLE: **Warranty Clerk**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class prepares and completes claims and related documentation for repairs and parts replacement on vehicles under warranty and submits claims to manufacturers for reimbursement; and performs related duties as required.

EXAMPLES OF DUTIES: Reviews warranty records against repair work orders to identify vehicles and types of repairs under warranty; reads and compares warranty language against work orders and invoices to ensure documented repair work on vehicles is covered and under warranty and that proper claims filing procedures are followed to receive manufacturers reimbursement; completes claims forms and gathers required support documents including man-hours spent on repairs, nature and extent of repairs and parts replaced for vehicles under warranty; accesses manufacturers' websites to submit warranty claims and to follow up on the status of reimbursement for claims; contacts manufacturers to provide information regarding vehicles and equipment in need of repair, including the type of repairs needed, estimated man-hours and anticipated parts replacement, and obtains manufacturers approval prior to repairs being made; maintains computerized records of vehicles under warranty and the expiration dates of warranties; prepares work reports on claims submitted and processed.

RELATED DUTIES: Informs mechanics and other trades personnel of vehicles under possible warranty for required repairs and service; provides proper and courteous customer service contact.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of experience working in an automotive dealership or similar business operation processing vehicle warranty claims, or an equivalent combination of training and experience is required.

Knowledge, Abilities and skill. Knowledge of the mechanics and operations of vehicles. Knowledge of automotive parts and equipment. Knowledge of the terminology used in vehicle warranties and the standard requirements for the submission of vehicle warranty claims. Knowledge of general procedures used in the completion and filing of vehicle warranty claims.

Code: **7105**
Operation and Construction Service
River, Harbor, and Transportation Group
Automotive Transportation Series

CLASS TITLE: **Warranty Clerk (Cont'd)**

Ability to prepare accurate and complete claims for vehicle repairs completed under warranty. Ability to accurately describe and communicate required vehicle repairs and service. Ability to read and understand vehicle warranty documents. Ability to operate a personal computer.

Skill in completing and processing vehicle warranty claims for reimbursement. Skill in maintaining computerized records of vehicle warranty records and claims. Good oral and written communication skills.

Working Conditions. Unavoidable exposure to fumes and noisy, dirty environment associated with a vehicle service and repair garage.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

April, 2008
City of Chicago
Department of Human Resources