

# Warranty Specialist [Sweden]

Greater Stockholm Area – Field-Based



The ECS Group has been a leading provider of retail network solutions to global automotive brands for almost 30 years. Working with automotive manufacturers and companies we are “Setting the Standard” in providing effective and sustainable business solutions and services to support management teams on a global basis.

Our goal is to be the global partner of choice for helping companies operate efficiently, whilst; Increasing customer satisfaction and loyalty; Protecting their brand and increasing the revenue of their dealer networks; and reducing warranty costs.

With a head office in the UK, The ECS Group is comprised of five companies operating throughout Europe, Africa, the Middle East, and India.

## The Role

ECS Automotive are looking for a Warranty Audit Specialist based in the south of Sweden or Stockholm who can service client demand and contribute to business growth by acquiring new customers and developing new services.

The primary responsibility of the Warranty Audit Specialist will be to provide a range of audit and coaching services to dealers of behalf of automobile manufacturers and national sales companies (NSC).

## Services include:

### Warranty Audits

- Investigation of dealer claiming behaviour in an objective and consistent manner.
- Identification of non-compliant claims and potential chargeback values.
- Production of detailed action plan that address any necessary development requirements.

### Standards Audits

- Assessing and reporting on dealer compliance to manufacturer franchise and operating standards.
- Production of actions to address non-compliance.

The objective is to support and encourage dealers to achieve high levels of compliance with the manufacturer and NSC requirements. Where appropriate, coaching support is provided to the dealer to address areas of shortfall.

The role will cover the Nordic markets including Denmark and Norway. The successful candidate will be fluent in Danish and Swedish, with professional proficiency English.

## Requirements

Specialists must have a good knowledge of dealer / manufacturer / NSC organisation and philosophy together with a comprehensive and detailed understanding of their standards, campaign / incentive programmes and policy / procedural requirements.

Key requirements for the role are:

- Manufacturer / NSC / Dealer experience.
- Appreciation of franchise and operating standards; warranty systems, policies and procedures; dealer campaign and incentive programmes.
- Excellent communication and influencing skills – written and verbal.
- Computer literacy (Microsoft Office and web-based products).
- Ability to work without supervision.
- Ability to spend significant time away from home.
- Multi-lingual: Danish, Swedish, and English.
- Previous auditing / coaching experience.