

Warranty Adjudicator [Volkswagen Group]

Up to £30,000 p.a.
Milton Keynes, UK



ECS Automotive are looking for a Warranty Adjudicator based in the Milton Keynes area, to process and adjudicate claims for the Volkswagen Group. This role will cover processing claims on behalf of their dealer network.

This is an exciting opportunity to join a team of highly experienced professionals and work with prestigious brands to contribute to their relentless pursuit of quality and performance.

The Role

The main responsibilities of the role include:

- Desktop evaluation of warranty claims for:
 - Financial and technical accuracy.
 - Repair quality.
 - Compliance with factory requirements and adherence to published policies.
- Inspection of parts to:
 - Ensure that a positive manufacturing defect with the component can be identified and that the rectification work for the defect has been carried out in a technically correct manner. The role of parts checks will be by digital review.
 - Ensure identification codes are correctly identified and recorded
 - Confirm adherence with published policies
- Monitor and report claiming behaviours to identify developing trends and hobbies.
- Engage with dealer network through all available communication methods so that queries and problems are resolved quickly
- Support Authorised Repairers to adopt optimal behaviours when presenting warranty claims and parts checking media.
- Accurate updating of records and databases.
- To work closely with stakeholders and management to ensure that K.P.I.'s are clearly understood and achieved.
- Build and maintain knowledge of paint and body repair techniques.
- Evaluate and adjust network paint estimates.

- Actively support the network and approved body shops to achieve fast and technically correct repairs.
- Manage and authorise paint warranty reports so that client KPI's are met.
- Maintain and develop expert knowledge of goodwill policies.
- Review and adjust goodwill requests making sure that the requests match policy or individual authorities.
- Utilise all available contact methods to support network stakeholders with client processes.

Skills and Experience

For the right fit for this role, we are looking for the following:

- Manufacturer/Dealer Aftersales experience.
- Motor vehicle technical knowledge.
- Knowledge of vehicle repair techniques.
- 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, both part of a team and independently when required.
- Keen attention to detail.
- Ability to work to targets and KPI's

Desirable requirements for the role are:

- Automotive warranty specific experience at Dealer/Manufacturer level
- Motor industry specific qualifications (technical)
- Previous automotive mechanical repairer experience
- Familiarity with faulty parts and assessment of.

The ECS Group

ECS is a leading provider of retailer network solutions to global automotive brands. Working with automotive manufacturers and brands 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.

Salary and Benefits

- Office-based role (Milton Keynes) with possible hybrid working options.
- £30,000 p.a. with opportunity to further skill within role
- Enhanced salary-sacrifice pension scheme.
- 20 days holiday, plus Bank Holidays.
- Free access to professional and personal development courses.
- Free eye tests and glasses scheme.
- Free tea/coffee/water station.
- Onsite canteen (staff pay) is provided.
- Staff parking is available onsite.
- The chance to join a fast-growing organisation with training and future opportunities
- Equipment provided.
- Probationary period of six months.

Schedule

- 09:00 – 17:30, Monday to Thursday; and 09:00 – 16:15, Friday.
- One hour for lunch.