



**SIMSON
MAXWELL**

Title: Warranty Manager Job Description & Responsibilities

Simson-Maxwell was established in 1941 and is a leading name in the distribution of industrial engines, and the manufacture, sales and service of standby and prime power generator set systems. Simson Maxwell is internationally recognized in the power generation industry for its expertise in the custom design, engineering, sales and service of quality power generation sets and electrical control equipment under the Simmax brand name. See www.simson-maxwell.com for additional information.

Summary

The Warranty Manager is responsible for all aspects of warranty submittal administration. All vendor warranty management and policies and procedures will be developed and kept up to date by the manager. Dealer warranty training and development will be managed in conjunction with the GM Technical Services on an ongoing basis. Corporate support for the Product Support group will be utilized as needed.

EFFECTIVE DATE:

TERMS:

- Permanent, Full Time, Salaried
- Monday - Friday
- Vacation entitlement: In accordance with Simson Maxwell's "Human Resources Policies & Procedures." (Vacation time cannot be taken during probationary period.)

RELATIONSHIPS:

Warranty Manager of Simson Maxwell will develop and maintain good business and/or working relationships with the following:

- Customers and prospective customers, vendors, manufacturing reps
- Service Managers, Parts Managers, Senior Managers
- Other Simson Maxwell Staff

SUPERVISOR: GM Technical Services

EXTERNAL CUSTOMER(S): Simson Maxwell customers and dealers



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Job Duties

Warranty Management

- Update warranty policies and procedures on an ongoing basis to stay in line with vendor policies
- Attend all warranty related training supplied by vendors on an ongoing basis
- Train Service Managers, Parts Managers and supporting staff on updates and any policy changes that occur
- Train supporting dealers on warranty process and submittals
- Provide dealer warranty support as required
- Work in conjunction with sales and product support to ensure that vendor KPI's are met regarding warranty
- Provide constructive feedback and solutions to Service/Parts Manager's when claim submittals are rejected or reduced for future claim submittal
- Assist in failure analysis and provide feedback to department heads prior to claim submission to avoid warranty rejections due to misdiagnosis or abuse
- Manage Simson Maxwell manufacturing warranty submittals and hold meetings with the Production/Engineering Manager, Packaging Manager and GM Technical Services to improve products

Warranty Administration

- File vendor warranty claims on behalf of all Simson Maxwell branches
- Support Simson Maxwell dealers on warranty submittals on Deutz engines
- File claims to Volvo Penta for supporting Simson Maxwell dealers
- Ensure branches/dealers are supplying all required information in as much detail as possible
- Take the information from the branches and enter a format that is conducive to vendor requirements – ensuring accuracy
- Ensure all timelines are met regarding vendor submittal policies
- Understand all vendors warranty policies and statements and related timelines
- Understand all vendors parts return policies
- Work with customers to promote and clarify vendor warranty policies
- Deal with disputes concerning vendor warranties
- Track all open warranty work orders, inform departments of work orders approaching time limitations for submittal
- Notification of warranty status and requirements to Service Managers
- Financial – maximize warranty margin and profitability – and minimize our loss from rejected claims
- Work with accounting to inform of claim status – update on impending payments
- Process dealer warranty purchase invoices for submittal to finance



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Qualifications

- Journeyman Heavy Equipment Technician or Electrician
- Engine experience is considered an asset
- Failure Analysis background considered an asset
- Administration background mandatory including being proficient in Microsoft Word, Excel, PowerPoint, and ERP systems with Microsoft NAV being considered an asset
- Ability to travel provincially and internationally

ACKNOWLEDGEMENT:

I have read, understood, and accept the responsibilities and accountabilities related to this job description.

Employee's Signature

Employee's Printed Name

Date Signed

Manager's Signature

Manager's Printed Name

Date Signed