

JOB DESCRIPTION FORM



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| Job Title: Warranty Technician | | Job Code: Q-W-0003 | |
| Job Family: Quality | Sub Family: Warranty | Job: Technical | |
| Reports to (Title): Warranty Manager | | EEO Category: Technician | Location: Springfield, Missouri |
| Hourly Nonexempt | FLSA Status: Exempt <input checked="" type="checkbox"/> Nonexempt | # of Positions: 1 # of Direct Reports: | Organization Chart: <i>(Required)</i> <input checked="" type="checkbox"/> Attached |
| PRIMARY FUNCTION: Briefly describe in one or two sentences the purpose of this position. | | | |
| <p>This position is responsible for administering the product warranty activities to include: core credits, diagnosis and failure analysis, comparison of failures to customer information, product rework, and scrap.</p> | | | |
| DIMENSIONS: Quantitative measures as related to the position (i.e. sales volume, volume of production, volume of purchases, production value). | | | |
| <p>The role of the Warranty Technician is to balance the customer’s concern(s) with assurance of action and acceptable resolutions. Success in this position will result in a decrease in internal and external failures and an increase in our customers’ confidence in our products and Company.</p> | | | |
| ESSENTIAL RESPONSIBILITIES: Describe the top three to five key job responsibilities and expected end results. | | | |
| <ul style="list-style-type: none"> • Develop periodic reports for internal and external customers. • Provide input of data for product cost analysis. • Work with external customers to analyze product failures to improve the quality of future products. | | | |

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JOB SPECIFICATIONS

Impact: Provide one to three typical examples of decisions made or actions taken that have had or will have direct impact on the organization (i.e. revenue, plant productivity, unit business development goals)

Ensure quality of all products through customer input

Communication: List the types of individuals this position regularly communicates with, both internally and externally (i.e. customers, suppliers, regulatory agencies), and describe the nature of the communication (i.e. information exchange, influence and negotiate).

- Work with Customers, Production, Engineering, Materials, and other departments to ensure an expected quality level that our customers expect and deserve.
- Must communicate with the Safety department to ensure all safety and OSHA 1910 standards are followed
- Must communicate with the Quality department to ensure all ISO standards are followed
- Participate in and support the principles of Open Book Management and recognize the responsibilities of being a part owner of the company

Requirements (including minimum education & years of experience):

SKILL/ KNOWLEDGE/ ABILITY/ EDUCATION/ EXPERIENCE REQUIREMENTS:

- Associates degree in business or technical discipline preferred.
- Five years experience with fuel injection and engine components or in quality assurance role required.
- Accuracy and attention to detail are a critical function of this position and to the success of the organization.
- Good oral and written communication skills in order to effectively communicate with internal and external customers.
- Interaction with customers may require travel
- Ability to use numerous hand tools, fork truck, gauges and product testing equipment, computer, copier, calculator, telephone, and fax machine
- Must wear all required personal protection equipment in designated areas. Care necessary to avoid placing self and others in an unsafe environment. Ability to find, interpret, and apply Job Safety Analysis' (JSA).
- Conformance to requirements is important to succeeding operations. Will support the Quality Management System (QMS).
- Minimum GED or High School diploma. Overtime. Walking, standing, stooping, bending, lifting, reaching
- Must be able to read MSDS sheet. requiring hours of service that would average at least 30 hours of service per week

Travel Requirements

Travel (domestic ___ /international ___)

Ability to travel by airplane

Ability to drive a motor vehicle

Expected % of Time: _____0_____

Physical Requirement Template (Required):

Attached

Desired Behavioral Competencies (Not Required):

Attached

PREPARED BY: Barry Poe

TITLE: Quality Manager

LAST UPDATED: 09/09/2014

DATE REVIEWED:09/09/2014

[NOTE: This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, responsibilities or physical requirements of the incumbent. Incumbent may be asked to perform other duties as required. A more complete statement of physical requirements may be obtained from your Human Resources Representative upon request]



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|-----------------|--------------------------------|
| TITLE: | Warranty Tech |
| Shift: | 1 st shift |
| Department: | Quality |
| Labor Grade: | Hourly - \$16.59-\$21.73 |
| Posted: | October 9 th , 2015 |
| Posting Closes: | October 9 th , 2015 |

The following instructions must be followed to be considered for this job opening

- 1) All candidates must email a Cover letter
 - a. stating how you found out about job opening
 - b. in Word or PDF format
 - c. include on the email **subject line** the job opening you are applying for
- 2) All candidates must submit a Resume
 - a. in Word or PDF format
 - b. include on the email **subject line** the job opening you are applying for

CNH Reman L.L.C.
Human Resources Department

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