

## Job Description – Warranty Supervisor

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<b>Job Title:</b>	<b>Warranty Supervisor</b>
<b>Department:</b>	Service
<b>Position Type:</b>	Full-time
<b>Reporting To:</b>	Works Manager
<b>Responsible on absence:</b>	Floor Supervisor

The Warranty Supervisor will check, approve the warranty of each faulty part brought by the floor team basis Royal Enfield guidelines. He will also be the technical in-charge of Process / SOP adherence.

### Primary Responsibilities

- **Warranty Management**
  - Receive faulty parts from the floor team for warranty approval
  - Check the warranty checklist to ascertain whether part is defective and covered under warranty
  - Approve/reject warranty claims. Raise the claim for approval with ASM Service.
  - Store the faulty parts for return to Royal Enfield
  
- **Technical In-Charge**
  - Ensure SOP / Process adherence for all technical processes
  - Liaison with the knowledge desk for all technical queries
  - Quality Analysis & ensuring action plans are made and completed to improve quality of service

### Candidate profile

- **Educational Qualifications:** Diploma / Graduate / extensive technical experience
- **Industry:**Auto [2 wheeler preferred]
- **Minimum experience:** 2-3 years
- **Profile:**extensive technical experience in automobiles [2 wheelers]
- **Competencies:**
  - Technical Knowledge - Service
  - Analytical skills