

EXTENDED WARRANTY CLAIMS MANAGER



TO APPLY CONTACT:

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MACHINERY SCOPE:

Machinery Scope is a family-owned company providing Extended Warranty and Finance Solutions to the Equipment Industry. Our Extended Warranty solutions are valuable risk management solutions for farmers and dealers. The investment in heavy equipment is significant and the unpredictable nature of major mechanical failures can be the difference in profitability of an operation. We mitigate this risk with our extended warranty solutions. We serve Agriculture and Construction Equipment Dealers across North America. Our team has a range of experience, from growing up on the family farm, to used equipment sales, and equipment dealership experience. At Machinery Scope we value our employees and their families and promote working as a team. We are a small company with growth opportunities as we strive to be a leader in the warranty industry.

JOB BRIEF:

The Extended Warranty Claims Manager is responsible for providing superior customer service for all customers through excellent communication and problem solving skills utilizing in-depth knowledge of company products and services. A high level of mechanical aptitude for equipment utilized in agriculture applications is required for the purpose of applying the terms and conditions to each warranty claim. Must maintain a continuous record of timely and professional communication with dealers, their customers, and repair facilities in order to maintain consistent customer service within the entire company.

REQUIREMENTS:

- Mechanical aptitude for ag equipment
- Familiarity with the ag equipment industry
- Excellent phone and email communication
- Ability to work in a team environment
- Excellent written documentation skills
- Proven computer skills (MS Office, etc.)
- Attention to detail
- Ability to multi-task
- Excellent problem solving skills

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RESPONSIBILITIES:

- Assist and execute business development plans to meet and exceed company goals
- Facilitate inbound and outbound phone calls from customers, dealers, and repair facilities to work through claims
- Guide and instruct customers, dealers, and repair facilities on warranty claims and repair policies and procedures
- Build, strengthen, and maintain positive business relationships by establishing rapport with customers, dealers, and repair facilities
- Provide accurate, detailed, and consistent documentation of customer interactions within appropriate data entry system
- Utilize problem solving and decision-making skills to achieve the highest level of customer satisfaction and resolution of disputes
- Apply mechanical aptitude to the contract language and provide information about claim processing and explain different coverages and terms of warranty contracts
- Communicate and resolve issues in a professional, timely, and tactful manner while keeping leadership informed of concerns, issues, and problems
- Responsible for knowing and understanding how we can serve each of our customers with valuable products and services specific to their business and the products they offer
- Responsible for accurately promoting and quoting proper extended warranty solutions to dealer personnel
- Work collaboratively, problem solve, make recommendations, and implement process improvements
- Work side-by-side with Account Managers, Sales Support, Management, and other Stakeholders to ensure effective processes are followed and maintained
- Work with current Account Managers on other dealer services offered within the company to assist dealer partners
- Understand emphasis and focus of what makes our business unique within the industries we serve and promote daily
- Willingness to promote, advertise, and sell all Machinery Scope products and accept additional tasks as needed

BENEFITS:

- Competitive Salary based on experience & qualifications
- Monthly technology reimbursement
- Open to full-time or contract basis for remote support of claims administration

Machinery Scope recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive & competitive benefits program. Full-time employees are eligible for the following benefits following 60 days of employment:

- Paid Health Insurance for employee, with option to add dependents
- Simple IRA with company contribution up to 3%
- Paid Time-Off
- Paid Flex Time-Off & Volunteer Time-Off
- Paid Holidays & Birthday
- Work for a small company with family values

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