



Job Title: Warranty Technician
Department: Quality
Reports To: Quality Manager
Position Status: Full-Time

Exemption Status: Non-Exempt/Hourly
Position Level: Staff
Travel Required: Minimal – Up to 10%
Location of Job: Windsor

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

This position is responsible for checking in warranty product, testing of product to determine failure mode, documenting results and communicating with customers, vendors and management on warranty claims. Once trained, the Warranty Technician is expected to maintain a working knowledge of Alliant Power product.

Key Departmental Responsibilities

- Responsible for identifying incoming warranty packages and determining if the product meets warranty criteria.
- Maintains warranty website by documenting steps throughout the warranty process.
- Interface with production and sales teams to keep them informed of warranty testing results.
- Point of contact for customers with any questions or concerns regarding warranty claims.
- Prepare products for warranty testing including cleaning product using chemicals and equipment from assembly line.
- Perform testing of warranty product and determine root cause of failure modes found during testing.
- Provide analysis of testing results and communicate to management.
- Responsible for vendor returns.
- Operate in conformance with the requirements of the Diesel Forward quality management system.
- Assist other employees both in and out of the department.
- Perform other related projects, duties and assignments as required.
- Provide feedback on system needs/changes.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.

3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

High school diploma or equivalent required. Customer service experience preferred. Strong mechanical aptitude. Must be opportunity and solution-oriented, self-confident, flexible and an analyst who can translate data into information. Well organized with a professional manner. Candidate must possess strong initiative and a proven willingness to assume ownership for areas of responsibility. Possess the ability to make informed decisions quickly and independently. Strong inter-personal communication skills

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	05/21/15	--	Created description in accordance with ISO 9001:2008.
B	11/1/18	--	Updated job title.