



THE RIGHT PEOPLE. THE RIGHT BUS.

Warranty Clerk (Automotive) – Surrey, BC

We are looking for a full-time **Warranty Clerk** (Automotive) to join our team based in Surrey, BC. Reporting to the Warranty Administrator, the Warranty Clerk will be responsible for reviewing, preparing, submitting, and processing warranty claims for the various manufacturers supported by Dynamic. In addition, they will be responsible for reconciling credits, adjustments, and denials in a timely manner while keeping the Warranty Administrator informed regarding the status of any outstanding items.

Communicate with customers, clients, and repair facilities regarding repairs, processing shop invoices for payment or payments being sent directly to customers and follow up on existing open claims. Establish and maintain effective working relationships with all managers, appropriate support staff, manufacturers, customers and vendors. The duties of this job are performed in an office environment, with exposure to a shop environment.

Join us and be part of a great team that fosters trust and collaboration. We offer competitive salary, comprehensive benefits package, pension plan, onsite fitness facility, and an excellent work environment.

Essential Duties and Responsibilities

Included, but are not limited to, the following:

- Answering claim calls and questions from clients, leadership, and office staff.
- Entering documentation including, but not limited to, claim notes, estimates, photos, and correspondence into claims management system.
- Coordinating/processing outgoing mail
- Ordering the needed warranty parts from the OEM's
- Securing documentation on repairs and actively manage the repair process for clients and customers.
- Coordinating and balancing workload within a defined sub-team.
- Effectively communicating with clients, peers, and leadership through written, verbal and in-person means.
- Other additional duties and responsibilities as requested by Warranty Administrator.

Wage: Competitive wage (qualifications & skills based)
Plans: Medical, Dental and Pension plan
Work hours: Monday to Friday from 8:00am to 4:30pm
Contact: JF Viau, VP Operations, (604) 882-9333, jf@dynamicsspecialty.com

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