



Warranty Representative

A little bit about Diamond C:

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a strong company with 800+ team-members. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX. Diamond C continues to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

About the Position:

At Diamond C, our purpose is to fuel the growth and success of our team-members, customers, and community abroad. We're committed to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. The Warranty & Customer Service will interact with the company's dealers and end users by addressing inquiries and resolving complaints, generally providing an EXTRAordinary customer support service.

This position is located in Mt. Pleasant, TX

Responsibilities:

- Complete warranty claims and document the required forms relevant to the issue.
- Submit work orders to the shop to ship out replacement parts to dealers and end users.
- Follow up with dealers and end users when needed.
- Evaluate and make decisions on claims in accordance with Warranty Policies
- Ensure that warranty guidelines and policies are available and understood to all customers.
- Provide weekly reports of warranty status submitted in the portal.
- Processing credit/debit memos/checks.
- Answering incoming phone calls from End-users and Dealers.
- Actively operating in various systems.
- Assists and prepares Customer walk-ins or drop offs, for Warranty Repair.
- Communication with Operations team on Warranty Repairs, or Trends.
- Cross-training developments with Customer Service and Part Sales.

Qualifications:

- Customer service experience required.
- Experience within the trailer manufacture industry is highly desired.
- Excellent communication skills including active listening.
- Understand DC's warranty policies and warranty program.
- Service-oriented and able to resolve customer concerns.
- Proficient computer skills with the ability to learn new software.
- Knowledge of, or ability to learn, product, service, or area of customer service specialization.

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.