



Warranty Representative

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational “Do Work, Love Strong” culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We're dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This role is located in Mount Pleasant, TX 75455

Purpose:

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. The role will build effective relationships with end users and different functions in the organization while having a strong focus on our foundational “Do Work, Love Strong” culture.

Responsibilities:

- Complete warranty claims and document the required forms relevant to the issue.
- Submit and create work orders to the shop to ship out replacement parts to dealers and end users.
- Follow up with dealers and end users when needed.
- Process Drop Shipments and communicate with purchasing, to generate orders to deliver to customers.
- Communicates with BOMS Specialist to create part numbers in the system with on-boarding vendors.
- Generates Vendor RMA's and assigns proper deposition and helps maintain MRB.
- Evaluate and make decisions on claims in accordance with Warranty Policies
- Ensure that warranty guidelines and policies are available and understood to all customers.
- Creating a stock list for any or all warranty items that are highly requested.
- Provide weekly reports of warranty status submitted in the portal.
- Processing credits and creating credit memos, and also generating checks to provide to customers.
- Answering incoming phone calls from End-users and Dealers.
- Actively operating in Delmia/Quick-base CRM systems to calculate parts cost and labor for all Warranty repairs made at DC facilities.
- Assists and prepares Customer walk-ins or drop offs, for Warranty Repair, by doing a diagnosis to determine reason of failure or result into a Warranty Claim.
- Communication with Operations team on Warranty Repairs, or Trends, attends meetings to go over metrics on Warranty analytics.
- Cross-training developments with Customer Service and Part Sales, will assist in generating quotes and live transactions with Part Sales, and will actively assist in online purchases through our website.

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.

Benefits:

- Medical
- Dental
- Vision
- Long and Short Term Disability
- Employer Paid 25K Life Insurance
- Other Supplemental Policies
- Physical Wellness Program
- Paid Maternal/Paternal Leave
- Tuition Reimbursement Program
- 401(k) & Company Match
- Scholarship