

# Warranty Remanufacturing and Receiving

**Department:** Production – Warranty/QC

**Organization:** This position reports to the Production Supervisor. This position follows the directions of the Warranty/QC Lead according to the work load and needs of the department.

**Accountability:** This position is responsible for the processing of discrepant product. This includes, receiving, inspection, evaluation and complete functional testing of the product. This will include diagnosis and repair / refurbishment of the product as required. This position includes the proper reporting of all testing and repair activity to include identifying and reporting trends.

## Responsibilities:

- Receive product tracking information into JDE and the Access warranty database.
- Test all products for defects that get repaired or diagnosed.
- Process returns according to the ASA\Customer warranty agreement.
- Enter the data accurately.
- Make sure all the product is boxed, labeled and has the proper paperwork attached after receipt / rework.
- Route the product to the proper location within the warehouse.
- Diagnose and/or repair/remanufacture product, as requested.
- Keep the Remanufacture inventory organized; Maintain detailed reports of product that is in inventory and which parts are needed to complete the remanufacture of the product.
- Track and request repair parts, as needed.
- Maintain Kanban system of Non-Stock Accessory Parts.
- Follow written and verbal work instructions to perform all tasks.
  - Write work instructions as instructed and as needed.
  - Update work instructions as instructed and as needed.
- Performs other functions as required by the Warranty & QC Team Leader, Production Supervisor and Operations Manager.
- Keep work areas clean and organized daily.
- Maintains personal discipline
- Communicates with all company personnel in accordance with job function; Assist Customer Service, Sales and Internal Customers with parts inquiries.

**Qualifications:**

Education:	Technical / Electronics degree preferred.
Experience:	Must have experience in the following computer skills\software: <ul style="list-style-type: none"><li>○ Data entry</li><li>○ Microsoft Office suite</li><li>○ JD Edwards a plus</li></ul>

## Knowledge / Skills:

- Must have a mechanical and electronic aptitude.
- Warranty processing experience preferred
- Ability to read, interpret technical drawings and standards.
- Ability to understand and follow quality standards.
- Must be dependable and willing to work overtime as requested.
- Must be detail oriented and well disciplined.
- Have the ability to lift 40 lbs. of weight.
- Requires good communication skills.