

WARRANTY ANALYST **ASA ELECTRONICS, LLC**

DEPARTMENT: FINANCE

GENERAL: THE PRIMARY RESPONSIBILITY OF THE WARRANTY ANALYST WILL BE TO ENSURE ASA ELECTRONICS, LLC'S WARRANTY EXPENDITURES ARE REVIEWED AND ANY APPLICABLE INVOICING IS PROCESSED IN A TIMELY MANNER. ALL FINANCE PERSONNEL ARE EXPECTED TO MAINTAIN A TEAMWORK, DETAIL-ORIENTED PHILOSOPHY AND UNDERSTAND WHY WE DO WHAT WE DO. COLLABORATION WITH OTHER TEAM MEMBERS IS NECESSARY TO ENSURE THAT EACH PROCESS IS OPTIMIZED. THIS POSITION REPORTS TO THE STAFF ACCOUNTANT.

REQUIRED QUALIFICATIONS: HIGH SCHOOL DIPLOMA, AND PREVIOUS ACCOUNTING SUPPORT EXPERIENCE PREFERRED.

RESPONSIBILITIES:

- 1. PROCESS CUSTOMER WARRANTY PART CREDIT, MARKUP (WHERE APPLICABLE), FREIGHT CREDIT AND LABOR CLAIMS FOR ASSIGNED CUSTOMER BASE WITHIN 5 BUSINESS DAYS. CONTACT CUSTOMER TO EXPLAIN REASONS FOR DISALLOWING A CLAIM OR A PORTION OF A CLAIM.**
- 2. PROCESS CUSTOMER WARRANTY EXCHANGES AND RETURNS**
- 3. RESEARCH ALL WARRANTY DEBIT MEMOS TAKEN ON INCOMING PAYMENTS. PREPARE AND FORWARD ALL CHARGEBACKS FOR DISALLOWED WARRANTY DEDUCTIONS.**
- 4. STORE ALL APPROPRIATE WARRANTY PAPERWORK.**
- 5. PROVIDE ACCOUNTS PAYABLE/INTERNATIONAL WIRE PAYMENT BACKUP AS NEEDED.**
- 6. PROVIDE SUPPORT TO THE FINANCE DEPARTMENT AS NEEDED.**

LAST REVISED DATE: 4/12/2022
ISSUED BY: BROOKE JOURDAN