



**Built to Last**

# NEW JOB POSTING

Job Title: Warranty Analyst  
Location: East Berlin, Pennsylvania, USA  
Employment Status: Full Time  
Job Responsibilities: The GVM Warranty Analyst is responsible for processing warranty claims and maintaining the company's warranty policy, reporting, and communications. This position also assists the manufacturing team in troubleshooting, parts ordering, production warranty, equipment documentation/schematics and other business reporting. The warranty analyst reports to the plant manager.

#### KEY PERFORMANCE METRICS/GOALS:

- Reduce warranty cost
- Reduce amount of warranty claims
- Improve customer satisfaction
- Improve product quality

#### RESPONSIBILITIES:

##### Warranty Claims Management

- Assist with dealer network with required technical material.
- Process warranty claims in accordance with the stated procedures.
- Identify failure trends and communicate data to engineering and manufacturing.
- Determine warranty outcomes based on data and analysis with engineering.

##### Warranty Policy Development and Improvement

- Create and maintain standard repair time manuals.
- Create and maintain operation's manuals.
- Create and maintain technical material.
- Provide manufacturing team with required technical assistance.
- Improve product documentation.
- Perform dealer audits.

##### Analysis, Reporting, and Communication

- Improve dealer network access to product documentation.
- Improve documentation of product change updates.
- Create and maintain essential warranty reports as required by the business, including monthly reporting maintenance and execution, the design of new reports as required, and custom reporting support for project teams as needed.
- Clearly and consistently communicate reported data to stakeholders and train and communicate dealers and internal staff on policy and procedure changes to dealers.
- Identify, analyze, and interpret trends or patterns in complex data sets.

Required Qualifications Qualified candidate will have:

- Bachelor's degree in Business discipline, Statistics, Mathematics, or Engineering.
- 2-5 years of experience in the warranty or analyst role.
- Ability to make timely decisions and manage conflict resolution.
- MS Office Suite competency including Access, Excel, Power BI, and SharePoint
- SQL, Crystal Reports, and SAGE a plus.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.

- Strong communication and interpersonal skills and demonstrated ability to handle difficult conversations.
- Technical/troubleshooting experience with hydraulic and electrical systems on Agricultural equipment or similar products.
- Effective cross-functional teamwork skills.

**GVM is an Equal Opportunity Employer**

The objective of the Company is to recruit, hire, train and promote into all job levels, the best qualified applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, genetic information and any additional status protected by federal, state, provincial or local laws.