



Job title: Warranty Coordinator
Department: Warehouse
Reports To: Warehouse Manager
FLSA Status: Non-exempt

Summary

Inspect and evaluate Masterbuilt's parts inventory for storing, tracking, reporting and shipping. The individual may also provide services such as labeling, repacking and transport arrangements.

Essential Duties and Responsibilities

Track open orders to ensure there are no delays and customer orders are being processed by the ship date needed.

Thoroughly and completely research discrepancies in Parts department, from parts numbers to bin locations.

Enter weights and measures for Parts into Epicor/ERP system.

Ensure part photographs are up to date in the ERP system. This includes taking photographs of Parts and attaching photo to material/part record in Epicor/ERP.

Conduct verification of actual part count to purchase order quantity when receiving Parts from suppliers. This includes random audits of accuracy of kit contents.

Report on order ship date targets to the Operations Manager, Warehouse Manager, Purchasing, and Customer Service Manager. Provide reasons for issues and/or backorders as well as resolutions and actions required.

Report all inventory discrepancies and adjustments to the Inventory Manager, in a timely manner.

Manage a clean and safe working environment at all times through creating and communicating standard operating procedures for all functions of the department's daily operations.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree from a 2-year college or technical school; and at least 1 year related experience and/or training; or equivalent combination of education and experience. Must have proficient computer skills with excellent experience using Microsoft software and an ERP system.

Skills and Competencies

- Experience with Microsoft Office applications: Outlook and Excel.
- Excellent verbal and written English language skills required. Read, interpret and analyze correspondence, memos and reports.
- Effectively use the company warehouse/inventory management system to ensure accurate inventory levels are maintained.
- Communicate effectively with individuals at all levels of the organization.
- High level of attention to detail.
- Excellent teamwork skills.
- Work in warehouse and office environment. In addition, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds using proper safety precautions.
- Ability to work productively in the midst of a noise level which is typical of a warehouse environment.
- Dedicated to company and personal core values.
- Practice safety and adhere to all company safety policies.

Masterbuilt Manufacturing is An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status.

Qualified candidates should apply for the position by sending his/her resume to HR@masterbuilt.com.