

South Central Classified Ad

How to Apply

If you are interested in applying for this position, please email resume to GP CAR CEL JOBS

or celjobs@carrier.utc.com

Please include the title of the position in the subject line with the resume submission.

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South Central Job Posting

Regional Warranty CSR, GR 37 , Memphis, TN

Reporting to the Customer Service Manager, this position will provide dual support to both the Warranty and Customer Service Call Center function.

General Responsibilities:

- Warranty Claim Administration: process warranty claims, verify past claims and manually enter new claims into database system, issue warranty credits, answer questions relating to warranty policy/procedure, follow-up with dealers via email or phone on warranty issues
- Provide warranty support to cross functional departments including store and sales staff in the Texas—South Central region
- Assist Regional Training Manager in identifying warranty training needs. Deliver targeted warranty training sessions to internal customers (employee population involved in warranty)
- Analyze warranty reports; track and follow-up with store and sales staff on outstanding warranty issues and exceptions Incumbent will support the call center environment by answering calls from HVAC dealers, technicians and/or professional contractors in a business to business environment

Experience Required:

- High School Diploma or equivalent with 5+ years of customer service experience or AA with 3+ years of customer service experience preferably in a call center and/or warranty processing environment
- Must have strong customer service soft skills
- Must be well organized and detail oriented
- Must have strong PC skills and knowledge of character based software key-boarding, data entry from phone conversations, Microsoft Office Suite)
- Prior warranty experience is a plus
- Knowledge of the Avaya system is a plus
- Ability to work well in a fast-changing environment that requires a high degree of multi-tasking with minimal supervision

