

Warranty Administrator - Job ID 11711

Plymouth, MI

Removal Date: November 26, 2016

ROUSH Performance is the first specialty-vehicle company to combine race-proven technologies with advanced automotive engineering. The result, a unique mix of street car and race car...IS a **ROUSH** car.

As technology and design continue to evolve, so does the **ROUSH Performance** line of vehicles, parts and crate engine offerings. **ROUSH Performance Products** is committed to leveraging the latest in automotive and motorsports technologies to continually provide our customers the ultimate driving experience - the perfect combination of race car and road car.

We are focused on performance, driven by technology, and committed to success. Yes, we love our cars, but our people drive us to the forefront of industry.

www.RoushPerformance.com

Roush has an immediate need for a Warranty Administrator with a solid mechanical background and strong customer service skills. The Warranty Administrator will be responsible for processing warranty claims, working with the call center, and reporting. Our ideal applicant will have a strong ability to listen to customers with an emphasis on relating to concerns and providing appropriate and well-timed responses. A Warranty Administrator will also be: well organized, task oriented, able to demonstrate strong follow through, and a strong technical understanding. This position is based in Plymouth, Michigan.

Qualifications:

- High School diploma with 2 or more years of experience in the automotive field or Associate Degree with 1 year of experience in the automotive field.
- Experience in troubleshooting late-model engine drivability concerns.
- Proficient with OBD scan tools and Ford IDS.
- Must have valid driver's license and clean driving record.
- Willing to travel as required.
- Able to demonstrate proficient computer skills and use of MSOffice programs.
- Able to prepare written technical reports.
- Must have excellent verbal and written communication skills.
- Demonstrate professionalism and interact with all levels of employees and with customers.

Preferred Skills:

- ASE Certified
- Bi-Lingual speaking a plus
- Technical Hotline experience
- Experience as an electrical mechanic or a dealership mechanic.
- Experience in classroom instruction, presentation skills and hands-on training delivery.

To apply, please visit the Roush careers page by clicking on this link: <http://careers.roush.com>

Our benefits include: medical, dental, vision, life insurance, LTD, 401K, tuition reimbursement, paid vacation, and paid holidays.

Visit our website: www.roush.com

Like us on Facebook: www.facebook.com/RoushCareers

At Roush, we are committed to maintaining an environment of Equal Opportunity and Affirmative Action. If you need a reasonable accommodation to access the information provided on this website, please contact the Recruiting Department at 734-779-7007 for further assistance.

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