

We are committed to providing a stable, growth-oriented and inspiring work environment that offers opportunities for professional, personal and financial growth. If you are interested in joining a growing team, where **YOU** are our most valuable asset, then MAC is the place for you.

Warranty Specialist

POSITION PURPOSE:

Responsible for Managing and Maintaining the Warranty Program. Serve as the point of administration of company warranty claims and rectify with vendors/customer. Assist with managing vendor contracts, performing analysis and ensuring best cost per value. Assist in designing training materials for use by all personnel that administer warranty and customer satisfaction claims. Support continuous improvements to the corporate warranty process. Prepare reports that identify major contributors to warranty cost and address the need for corrective action. Audit high dollar charges to warranty claims, correct as necessary.

RESPONSIBILITIES/DUTIES:

- Serve as the point of contact for vendor, customers and employees to ensure the fair, consistent and timely resolution of warranty/customer satisfaction claims and disputes.
- Monitor all repair and overhaul warranty claim and process in accordance with company and customer guidelines.
- Ensure all items identified as a claimable item is analyzed and routed to the appropriate vendors for assessment and rectification.
- Develop and/or submit reports as necessary to monitor maintenance activities, aircraft part status, and warranty.
- Represents the parts department at meetings to present plans, projects, programs and activities clearly and effectively utilizing reliable and well-organized data, and to discuss and/or coordinate matters involving mutual efforts with other departments.
- Advise the vendors/customers and assigned responsibility for costs and initiate action with the appropriate person.
- Administer invoices within appropriate guidelines received from the Warranty Repair and submit for claims.
- Assist Finance with month end analysis as required. to achieve reconciliation of consolidated results.
- Identify high dollar and repeat conditions causing warranty claim and report them to the Inventory Control Manager.
- Shipping and receiving accountability in a cost-effective manner
- Proper storage, control, and security of company material
- Inventory control and data entry integrity
- Demonstrates a daily commitment to the continuous improvement of safety.
- Assist in compliance of FAA requirements for Suspected Unapproved Parts (SUPS).
- Prepares and distributes reports to the customer and internal departments as needed.
- Point of contact for all Part Warranty issues.
- Performs other duties as assigned by the Inventory Control Manager.

QUALIFICATIONS:

Behavioral Competencies

- Good oral and written communication skills; planning and evaluation
- Interpersonal skills, flexibility, negotiating / influencing; Leadership
- Good problem-solving skills and ability to multi-task; handle stress

Functional Competencies

- Excel, Word, Data management systems
- Purchasing - Parts search, Order details
- Shipping - FedEx, Sterling, Couriers; Set up requirements

Education and Experience:

- Previous experience in warranty administration, procurement, logistics and supply chain management in the aviation industry preferred.
- Experienced in negotiating and managing parts / maintenance contracts preferred
- Aircraft parts repair management, warranty, purchasing, strategic sourcing and related experiences preferred

Physical Demands:

- Intermittent physical activity including bending, reaching and prolonged periods of sitting.
- Ability to occasionally lift 5-20 pounds.

Additional Information:

All applicants must submit to an employee background check.

SPECIAL POSITION REQUIREMENTS:

Ability to travel to offsite locations. Must be available by phone during off duty hours.

SUPERVISORY RESPONSIBILITY:

N/A

TRAINING REQUIREMENTS:

MAC Indoc Training, DG Shipping Training, Parts Clerk Training, BT Manual

WORKING CONDITIONS AND PHYSICAL EFFORT:

Work typically performed in an office environment. However, due to work requirements, may require travel which will involve exposure to noise, chemicals, adverse temperatures and other similar hazards.

Mountain Air Cargo, Inc. is an Equal Opportunity Employer. We offer a comprehensive benefits package.