



# Warranty Claims with German

**Workplace:** 55002, Sibiu

**Apply online!**

## What to expect:

- Warranty Claims and Service Inclusive Program Assessment where you will have to do the following:
  - Automated Processing Oversight
  - Manual Assessment
  - Correction, Rejection, or Credit
  - Technical Understanding
  - Language Skills
  - Time Management/ Prioritization
- Evaluation of Authorizations for Repairs where you will have to do the following:
  - Goodwill Payment Authorization
  - Technical Evaluation
  - Quick Response Time
- Consultancy Tasks, Analytics, Reporting where you will have to do the following::
  - Consultancy Support
  - Analytics and Reporting
- Alignment and Status Updates
- Ticketing System Utilization
- General Recommendations where you will have to do the following::
  - Continuous Training

## What you bring along:

- Vehicle mechanic/mechatronics technician with relevant commercial vehicle experience, master craftsman/technician, as well as additional commercial knowledge
- Good product knowledge of MAN and NEOPLAN vehicles and experience with after sales requirements
- Experience in dealing with warranty issues
- Good IT skills in MS Office, HOST applications and SAP R/3
- Assertiveness and communication skills
- Independence and high motivation
- Good knowledge of English and German (mainly reading) Language level B2
- Independent and structured way of working
- Ability to work in a team.

- Feedback Mechanism
- Process Optimization
- Documentation Best Practices

### What we offer:



#### Contact:

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