



PR/117261 | WARRANTY SPECIALIST - After Market Automotive

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1549142

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 17:07

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position:	WARRANTY SPECIALIST - APAC
Business:	Aftermarket Automotive
Location:	Samutprakarn
Salary:	80,000 – 100,000 THB – open to discuss

The Warranty Specialist is responsible for the efficient and accurate processing, analysis, and management of warranty claims related to the company's vehicles and components. This role ensures compliance with warranty policies, identifies trends, and supports continuous improvement efforts to enhance product quality and customer satisfaction.

Responsibilities:

- Claim Processing: Review, validate, and process warranty claims submitted by authorized dealerships in accordance with established policies and procedures.

- Policy Interpretation: Interpret and apply the company's warranty terms and conditions to assess claim eligibility.
- Technical Understanding: Develop a strong understanding of vehicle systems, components, and common failure modes to evaluate claims effectively.
- Communication: Serve as a primary point of contact for dealerships regarding warranty inquiries, claim status, and policy clarifications.
- Claim Analysis: Analyze warranty claim data to identify recurring issues, trends, and potential areas for product improvement.
- Reporting: Prepare regular reports on warranty claim activity, costs, and trends for management review.
- Collaboration: Work closely with Engineering, Quality, and Technical Service departments to investigate complex claims and address product concerns.
- Parts Management: Manage the return, inspection, and disposition of warranty-related parts.
- System Management: Maintain accurate records within the warranty management system.
- Compliance: Ensure adherence to all relevant warranty policies, procedures, and regulatory requirements.
- Continuous Improvement: Participate in initiatives aimed at improving warranty processes, reducing warranty costs, and enhancing customer satisfaction.
- Training Support: May assist in providing warranty-related training to dealership personnel.

Qualifications:

- Bachelor's degree in Automotive Technology, Engineering (Mechanical, Electrical, Industrial), Business Administration, or a related field.
- 5 years of experience in warranty administration, claims processing, automotive service, or a related role within the automotive industry (Aftermarket is preferred).
- Strong understanding of automotive systems and components.
- Excellent analytical and problem-solving skills.
- Strong attention to detail and accuracy.
- Excellent communication (written and verbal) in English and interpersonal skills.

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Company Description