THERMO BOND BUILDINGS	JOB DESCRIPTION WARRANTY MANAGER	TBA-HR-FJ-304

REPORTS TO:	VP of Quality and State Compliance	PAY:	Salary
POSITION	Full Time	FLSA CLASS	Exempt
DEPARTMENT	Quality	SHIFT	Day

JOB SUMMARY:

The Warranty Manager will be responsible for all day-to-day management of all Warranty and Customer Service cases across the Thermo Bond Buildings. The Warranty Manager will be responsible for working with leadership and legal counsel on the internal and external technical and financial responsibilities associated with Thermo Bond Buildings Warranty statements. The Warranty Manager will be responsible for scheduling and processing all warranty or customer service resolutions. The Warranty Manager is responsible for making sure all claims are concluded in a manner to ensure customer satisfaction.

QUALIFICATIONS:

Ability to travel on commercial aircraft and be mobile in a manufacturing environment. Well-developed industry-related technical, organizational, communication, and Problem-solving skills. Competency with Microsoft Office applications and manufacturing scheduler applications.

SUPERVISORY RESPONSIBILITIES:

- Warranty Support Team

DUTIES AND RESPONSIBILITIES:

- High levels of customer service and satisfaction.
- Be responsible for the analysis of warranty data to make decisions to reduce warranty claims.
- Proactive mindset that designs creative solutions to strategic and tactical challenges.
- Ability to schedule and manage site personnel with prioritized tasks to achieve customer satisfaction.
- Manage warranty operations so they are scalable for future business growth.
- Research and identify opportunities and strategies for efficient warranty claim process.
- Performs other related duties as assigned.

REQUIRED SKILLS / ABILITIES

- Technical knowledge and thorough understanding of company’s products and services.
- Excellent verbal and written communication skills.
- Extremely organized and detail-oriented.
- Excellent written, verbal and interpersonal communication skills.
- Critical thinker with innovative problem solving skills.
- Excellent time management skills.

- Attention to detail to ensure the completeness and accuracy of warranty claims and policies.
- Proficient with Microsoft Office Suite or related software.

TRAVEL, HOURS OF WORK, & SUPERVISION:

This position normally requires the individual to be physically present at one or more TBB manufacturing location Monday through Friday as deemed necessary. The Warranty Manager may be required to travel extensively and may frequently be required to remain out of town on overnight trips in fulfillment of his or her job responsibilities. This position will report to the VP of Quality and State Compliance.

CERTIFICATES, LICENSES AND REGISTRATIONS:

- None

EDUCATION AND EXPERIENCE

- Bachelor's degree in communications or at least 4 years' experience in manufacturing positions.
- Extensive experience with construction and manufacturing processes.

PHYSICAL REQUIREMENTS (including but not limited to):

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to access and navigate all areas of the facility to determine needs.
- Able to work an 10-hour shift standing/walking.
- Able to climb ladders repetitively.
- Able to bend, crouch, twist, pull.
- Must be able to lift up to 50 pounds at times.

Revision Date	Author	Description
7/17/2024	Bret Reed	
7/15/26	Brian Heikes	Updated expectations