**Terms of Reference for Warranty Supervisor - TATA SPARES PARTS, STCBL**

**Role**

Warranty In-charge cum technical advisor.

**Key Responsibilities:**

* Oversee and manage all warranty claims for Tata vehicles, ensuring compliance with Tata Motors' guidelines.
* Handle the end-to-end warranty process, from claim submission to approval and reimbursement.
* Coordinate with the service team to diagnose and verify warranty issues.
* Liaise with Tata Motors for timely claim approvals and updates on warranty policies.
* Ensure proper documentation and record-keeping for all warranty claims and related communications.
* Conduct regular audits to monitor the accuracy and efficiency of warranty processes.
* Train and guide the service team on warranty claim procedures and best practices.
* Analyze warranty claim data to identify recurring issues and suggest preventive measures.
* Provide excellent customer service by addressing warranty-related queries and resolving escalations promptly.
* Monitor and implement warranty policy changes issued by Tata Motors.
* Prepare complaint investigation reports of technical failures and analyze the root cause. Timely sharing of report with concerned agencies.

**Skills and Competencies:**

* In-depth knowledge of warranty processes and policies, especially for Tata vehicles.
* Strong organizational and multitasking skills.
* Excellent communication and negotiation abilities.
* Proficient in MS Office (especially Ms Excel, MS PowerPoint) and warranty management software.
* Analytical mindset to identify trends and improve processes.
* Customer-focused approach with problem-solving capabilities.
* Proficiency in technical analysis related to vehicle diagnosis

**Skills and Competencies:**

Diploma in auto-mechanic.