

Admin Assistant

KEY RESPONSIBILITIES

Warranty Processing & Documentation

- Review equipment service reports, inspection notes, and technician findings to determine warranty eligibility.
- Prepare and submit warranty claims to manufacturers or vendors with complete supporting documentation.
- Track claim status, follow up on pending submissions, and resolve discrepancies or denials.
- Maintain organized digital and physical records of all warranty claims, approvals, and reimbursements.

Coordination & Communication

- Communicate with manufacturers and vendors regarding claim requirements, parts returns, and claim outcomes.
- Work closely with service technicians to gather accurate information, photos, and repair details.
- Coordinate with parts and service departments to ensure warranty parts are returned within required timeframes.
- Provide updates to management on claim progress, approvals, and outstanding issues.

Administrative & Clerical Duties

- Manage filing systems, digital records, and documentation for rentals, sales, and service.
- Support inventory tracking by updating equipment lists, serial numbers, and status changes.
- Prepare daily, weekly, or monthly reports as required by management.