

O&M Warranty Expert

Currently, we are looking for O&M Warranty Expert to join the O&M Department. The successful candidate will maintain effective working relationships with subcontracting vendors and customers, answer claims, communicate with other colleagues from the O&M department or subcontractors.

> MAIN RESPONSIBILITIES

- Maintain effective working relationships with subcontracting vendors and customers
- Processing warranty paperwork to ensure documentation and verifying criteria required from vendors and customers
- Oversee warranty related requests, new homeowner packets and accounts payable processes for warranty department
- Daily communication with internal warranty staff and division management team
- Monitor and tracking of new, existing and closing of warranty tickets
- Report generation and communication with Division Management Team
- Response and resolution to timely feedback from customers
- Maintaining all service and customer records as required by the warrantor.
- Other duties as assigned.

> YOUR PROFILE

- Excellent Customer Service experience
- Experience with warranty contracts (preferably electrical equipment and machines)
- Proficient with Microsoft Office (Excel, Word, Outlook)
- Strong oral and written communication
- Organizational skills
- Attention to details

> WE OFFER

- Excellent working conditions in a team of professionals;
- Development in a multinational company operating in several EU countries, leader in PV sector in East Europe;
- Opportunity to gain knowledge in highly developing sector in the field of green energy and environment friendly solutions;
- Full-time employment contract.

If you're interested in joining the Solarpro team, please send us a CV and a Cover letter (optional) to the following address: hr@solarpro.bg

www.solarpro.bg

