

Warranty Administrator- Edmonton, AB

About DSL

At DSL, our purpose is creating moments of joy, one serving at a time. Representing world-class brand partners Taylor, Henny Penny & Franke Coffee Systems, DSL is the largest Canadian supplier of premium food service equipment, and the exclusive factory-authorized service provider for the equipment we sell.

At our core, we believe in doing right by our customers, finding the best solutions to fit their needs, being creative and innovative, working hard, and having fun along the way.

Are you looking to grow with a company with over a century of unmatched quality, expertise, and after-sales support? We want to hear from you!

Why Join Our Team?

- Competitive wage & health benefits
- Health Spending Account (Flex Spending Account or Health Spending Account) *
- 3 weeks paid vacation
- Strong company culture & core values
- RRSP matching program*
- Education support
- Opportunity for advancement

*Applicable once eligibility requirements are met

Position Summary

Reporting to the Billing Supervisor, this position is responsible for, communicating professionally with all customers, vendors, and staff through effective administration of our warranty procedures. This role is key in our relationships with our factory distributors, our field service technicians, and all areas of the business.

What you'll do:

- Processing of warranty service orders and claims timely and accurately through a variety of formats as dependent on the factory requirements
- Investigation of questionable service events to determine chargeability
- Handle and resolve warranty claim rejections and disputes
- Process equipment registration
- Data file maintenance, and reporting as required
- Process warranty parts returns, and customs forms as required
- Training and support of staff
- Other projects as required

What you'll need:

- Minimum 1-year post-secondary education, or equivalent work experience
- Attention to detail and a high degree of accuracy
- Working knowledge of warranty or service administration
- Experience building successful relationships
- Ability to analyze, exercise flexibility, initiative, good judgment, and discretion
- Excellent interpersonal, written, and oral communication skills

- Possess excellent problem-solving skills
- Ability to multitask in a fast-paced environment

Learn more about us at [dsinc.com](https://www.dsinc.com). To apply, submit your resume & cover letter to hr@dsinc.com with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.

