

Warranty Administrator – Recreational Vehicles

If you are a natural people-pleaser and a good listener who also happens to love recreational vehicles, then our dealership has the perfect job for you. We need more than an RV Warranty Administrator; we need an outstanding communicator with a professional appearance and a strong work ethic, someone who is equally comfortable greeting customers as they are scheduling appointments and acting as a liaison between customers, manufacturers, service advisors, and service techs. Successful candidates will also have excellent follow-through skills and a sharp eye for details. The great thing about this position, is that you get to be on your feet and outside as much as your desk!!

Job Responsibilities

- Attitude is everything—greet service department customers promptly and courteously
- Listen to each customer and clearly articulate repair needs to techs
- Upsell recommended/additional services using low pressure, high integrity methods
- Provide accurate estimates of repair/maintenance costs
- Adherence to dealership policy on customer vehicle care and operation
- Follow up on each repair and keep customers informed of progress
- Sell and manage extended warranties
- Inspect repair quality and ensure that all work is complete
- Notify customers when vehicles are ready for pick up
- Review and explain repairs and associated costs with customers
- Handle minor customer concerns and complaints
- Keep Service Manager informed of all problems and potential problems
- Maintain Customer Satisfaction Index (CSI) scores in accordance with dealership standards

Compensation

Compensation is based on experience and commensurate with Fortune 500 companies.

Education and/or Experience

A high school diploma or equivalency degree is required. Experience in a administrative service-related position, as well as fast and accurate typing skills are also preferred, but not required with the right skill set.

Benefits

- Health Insurance (we pay 1/2 of employee)
- 401k (we match up to 3%)
- Vision Plan
- Supplemental insurance available through AFLAC
- PTO for full-time employees
- Paid holidays
- Employee Discounts
- Family owned and operated
- Proud partner of the Route 66 RV network
- Employee & family phone plan option

About Us

Kroubetz Lakeside Campers is the area's only Route 66 dealer and Minnesota's friendliest dealer. We are a full-service RV dealership that takes trades. We are proud to have for sale Forest River, Grand Design, Yetti Fish Houses, and Toy Haulers.