



MANAGER OF WARRANTY ADMINISTRATION

JC: MF850
PB: 8
FLSA: Exempt

BU: 95 (NR)
Created: January 2004
Revised: June 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, manages and oversees the activities and operations of the Warranty Administration Program within the Rolling Stock and Shops Department including warranty work labor charge reimbursements, spare parts tracking, replacement or repair, scheduled and unscheduled maintenance and field modifications, coordinates assigned activities with other divisions, departments and outside agencies; and provides highly responsible and complex administrative support to the Chief Mechanical Officer, and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position full-scope managerial level classification is responsible for administration of all aspects of the District's Warranty Administration Program for all Transit Vehicle and Vehicle Automatic Train Control equipment and parts. Classifications at this level typically independently represent the organization, are subject matter experts possessing highly specialized knowledge, and are responsible for a specialty program area that has a major impact on the organization. This classification is distinguished from the Chief Maintenance and Engineering Officer in the latter is responsible for managing and overseeing the District's Maintenance and Engineering program and projects.

REPORTS TO

Chief Maintenance and Engineering Officer or designee.

EXAMPLES OF DUTIES -Duties may include, but are not limited to, the following:

1. Assumes management responsibility for assigned services and activities of the Warranty Administration Program including warranty work labor charge reimbursements, spare parts tracking, replacement or repair, scheduled and unscheduled maintenance and field modifications.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

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4. Plans, directs, coordinates and reviews the work plan for warranty administration staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Coordinates with other divisions and departments the repair of vehicles and equipment, scheduled maintenance, unscheduled repairs, failures, upgrades, modifications and change outs.
6. Maintains direct contact with suppliers, project office and operations liaisons on warranty issues and related provisions of the supplier's contract.
7. Monitors and submits program budget for labor repair hours and parts replacement costs; prepares and processes requisitions for new space consumable and repairable parts purchase contracts.
8. Creates and generates daily, weekly, monthly, quarterly and annual reports on the status of all phases of the warranty programs; ensures warranty repairs and maintenance activities are accurately documented.
9. Disseminates information in a timely manner to support reliability engineering in reliability demonstration testing and failure analysis tracking.
10. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Serves as the liaison for the Warranty Administration Program with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of warranty administration.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a warranty administration program governing transit vehicles
- Methods and techniques of transit vehicle maintenance
- Principles and practices of warranty administration
- Principles and practices of program development and administration
- Methods and techniques of maintenance and repair scheduling, materials management and control
- Methods and techniques of contract administration and procurement
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Related Federal, State and local laws, codes and regulations

Skill/Ability in:

- Overseeing and participating in the management of a comprehensive warranty administration program
- Overseeing, directing and coordinating the work of lower level staff
- Selecting, supervising, training and evaluating staff
- Participating in the development and administration of division goals, objectives and procedures

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- Preparing and administering large program budgets
- Preparing clear and concise administrative and financial reports
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Researching, analyzing and evaluating new service delivery methods and techniques
- Representing the District effectively in outside meetings with agencies and suppliers
- Negotiating and administering contracts
- Preparing clear and concise reports and correspondence
- Interpreting and applying Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree in business administration, public administration or a closely related field from an accredited college or university.

Experience:

The equivalent of five (5) years of (full-time equivalent) verifiable experience in warranty administration, materials management and control or transit vehicle maintenance which must have included at least one (1) year of administrative and/or supervisory experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0430 – Miscellaneous Managers
Safety Sensitive: No