

Position: Warranty clerk
Business Unit: Garden City Motors
Location: Pietermaritzburg
Reporting to: Service Manager



Overview: Job purpose and deliverables

NMI is looking for a meticulous Warranty Clerk to process claims, maintain records, and ensure compliance with manufacturer requirements. If you're detail-oriented, organised, and thrive in a deadline-driven environment, apply now.

The purpose of the role: The core purpose of this position is to ensure that all completed work (job cards) from the service department is allocated and costed according to policies and procedures, including sublet work, oil, consumables, etc. To be successful in the role, you would strive towards 100% cost recovery, ensuring that out-of-line efficiencies are reported to management, and that customer details are accurate and maintained every time a job card is costed.

Key deliverables and outputs:

- Maximise labour sales on warranty claims
- Be responsible for controlling costing, by accurately costing warranty job cards against actual work done;
- Achieving and maintaining Dealer standards
- Ensure accurate costing on job cards and credit notes
- Maintain the highest standard of courtesy
- Ensure the highest standard of interpretation of warranty claims & costing jobs
- Prepare claims for submission to OEM
- Return parts to OEM within the required time frame
- General administration
- Up-to-date filing system for all costing/warranty documents
- Achieve and maintain OEM standards
- Keep up to date with all OEM requirements on the claim process
- Manage the risk of rejection and late claims
- Ensure that all claims adhere to policies & procedures for audit purposes

Overview: Essential individual competencies to be successful in the job

Academic qualifications

Essential:

- Matric (Grade 12)
- Unendorsed driver's License
- Computer Literacy

Work experience:

- Minimum 2 years' experience in the motor industry as a Warranty and Costing Clerk
- Kerridge Systems

Knowledge and Skills:

- Kerridge Systems experience is essential
- Clear, fluent English communication, a second language will be advantageous
- Well-developed communication skills
- Microsoft Office skills (Excel, Word, and Outlook)
- Professional telephone etiquette
- Attention to detail
- Strong administrative skills

Behavioural Attributes:

- Willingness to learn and keep up to date with developments
- Helpful and supportive behaviour in interpersonal interactions
- Assertive
- Trustworthy to work without supervision
- Ability to work under pressure

Level of Decision-Making	Level of Problem Solving
Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 20 November 2025

Email: Recruitment@nmi.co.za

Please Use Reference: Warranty clerk – Garden City Motors Pietermaritzburg

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy