



JOB TITLE:	Claims/Warranty Support Specialist	RATE OF PAY:	\$19.25/hour
DEPARTMENT/GROUP:	Claims & Warranty	SCHEDULE:	Full Time
Position Type:	Full Time 40+ hours per week	DATE POSTED:	01.24.2025
APPLICATIONS ACCEPTED BY:			
FAX OR EMAIL: Fax number: 585-494-8371 E-mail: hr@libertypumps.com		MAIL OR IN PERSON: Liberty Pumps 7000 Apple Tree Avenue Bergen, New York 14416 Attn: Human Resources	
JOB DESCRIPTION			

Qualifications and Education Requirements

Organizational skills and being able to remain flexible at all times is necessary. Computer literate in common word processing, spreadsheet and other Windows-based PC programs. High school diploma or GED.

Summary of the Position

Works to provide additional support by entering and processing field returns, credits/invoices as they relate to return to stock, warranty requests, and refused and/or damaged shipments/product(s). There is a strong organized accurate data collection/entry component to this position.

Essential Responsibilities

1. Data Entry – accurately transferring information from paper documents or digital sources into electronic formats such as database or spreadsheets. Requires strong typing skills, attention to detail, and the ability to maintain data accuracy by verifying and validating information while following established company procedures; often including tasks like sorting documents, scanning, and updating existing data within specified systems.
2. Prepare & organize documents. Review documents including but not limited to proofreading documents, such as replacement orders and invoices.
3. Train as backup to other roles within the Claims & Warranty Department
4. Responsible for fostering a positive company and brand name.
5. Able to work well in a team environment and diverse group settings.

6. You will be expected to operate according to ISO 9001 requirements.
7. Held responsible and accountable to follow safety guidelines, maintain a clean and organized work area, and use good safety judgment. Expected to report all unsafe activities and conditions to the Supervisor and/or Safety Representative.
8. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the member for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Experience/Skills/Abilities

Ability to read, write, edit, analyze and comprehend instructions, short correspondence, general business documents. Ability to speak effectively before groups of customers or employees of organization. Ability to define problems, collect data, establish facts, and draw valid conclusions. Proficient personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc. Handle multiple projects simultaneously. Willing to work in a team environment. Self-motivated, capable of taking direction as well as working with minimal supervision. The ability to remain calm under pressure such as working through an employment situation. Experience in pump assembly preferred.

Physical Requirements

Moderate physical activity performing somewhat strenuous daily activities of a primarily production/technical nature. Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials. Close vision (clear vision at 20 inches or less). Color vision (ability to identify and distinguish colors).

Working Conditions

Well-lighted, heated, and/or air-conditioned indoor office/production setting with adequate ventilation. Moderate noise (examples: business office with computers and printers, light traffic).

Additional Notes:

Employment is contingent upon successful completion of a physical and drug test.

Equal Opportunity Employer/ Protected Veterans/Individuals with Disabilities