



HUMAN RESOURCES

CLASS TITLE | WARRANTY/TRAINING ADMINISTRATOR

PAY GRADE: EX-32 | www.cityoftulsa.org/pay

Effective Date: 02/11/2026

CLASS CODE: 1159

****THIS CLASSIFICATION INCLUDES A PAY INCREASE OPPORTUNITY - OUTLINED BELOW****

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for administrative and technical duties regarding the administration and coordination of a technical training and parts warranty program. Including identify warrantable items, settling warranty claims, reconciling warranty receivables, negotiating warranty failures with vendors, investigating and tracking factory recalls and announcements, obtaining warranty payments from vendors; and planning, coordinating and administering a standardized technician's training program to be implemented throughout the department. Under general Supervision is responsible for the administration of the department's Safety and Health program.

ESSENTIAL TASKS:

- Investigates factory recalls and announcements, notifies department contacts and tracks and monitors completion
- Arranges for warranty parts to be shipped to the factory or distributor and resubmits rejected claims promptly, including leading and facilitating any part warranty audits requested by the vendor or manufacturer
- Determines reimbursement for labor and parts used in the repair of fleet assets under the respective manufacturer warranty coverage
- Assists implementation of a parts retention program with shop and parts personnel and maintains a designated area to store retained parts
- Processes and monitors the movement of surplus through the system and tracks and reports cost savings obtained by the use of salvage parts
- Serves as training coordinator to monitor and report progress to ensure training programs updated and function properly
- May serve as a back-up supervisor to cover duties and responsibilities of the Shop Supervisor due to absence or as relief during emergency operations
- Administers department Safety and training program. Collects, enters, organizes and monitors safety and health program information, maintains appropriate records and files, and prepares program reports and statistical data.
- Conducts monthly Shop Safety Meetings covering all required annual OSHA Safety Topics
- Conducts monthly Safety Captains meetings, reviews and makes recommendations to management for all RAPID forms.
- Develops and presents the DIRP plan to the Safety Oversight Committee
- Administers the department Injury repeaters program.
- Reports to work on a regular and timely basis



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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- (a) Graduation from a high school or GED
- (b) 6 years of experience relevant to the essential tasks **and**
- (c) Maintenance of automotive and/or heavy-duty vehicles and one (1) year of progressively responsible shop management and/or administrative support experience in a vehicle repair environment

PAY INCREASE OPPORTUNITY

Employee will be eligible for the following one (1) step increases upon completion of the criteria described below and (6) six months in the position:

- Completion of all Ford training that results in obtaining the ability to process warranty claims through the Ford Warranty Program.
- Obtaining and maintaining the ASE Master Certification in either Automotive or Medium/Heavy Truck Maintenance and Repair.
- Obtaining their Ford Master Certification for Automotive/truck Maintenance and Repair.
- Obtaining their OSHA-30 certification.

*Failure to maintain certification from which a pay step increase resulted will result in a loss of pay step.

Knowledge, Abilities and Skills:

Knowledge of:

- Automotive repair principles and parts including identification, inspection, and classification of components groups.
- Record keeping practices and procedures, vehicle maintenance trades, shop tools and power equipment, inventory control systems, and equipment and vehicle manufactures' fleet in-house warranty reimbursement programs.



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- Modern principles and practices of safety and health methods and procedures

Ability to:

- Work independently with limited supervision
- Effectively work with vendors on claims
- Focus on details
- Develop and implement effective and concise safety and health policies

Skill in:

- Good computer skills and excellent verbal communication skills.

Physical Requirements:

Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting, carrying and pulling up to 50 pounds; and may be subject to walking, standing, sitting, reaching, bending, kneeling, handling, feeling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid class "D" Oklahoma Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and occasionally outdoors and in inclement weather; and will require some travel to various City locations.

EEO Code: E-02

Group: Clerical and Administrative

Series: General Administrative