



Warranty Claims Coordinator

Department	Operations
Reports to	Quality, WH&S and Warranty Manager
People Leadership	Nil
Location	1445 Ipswich Road, Rocklea, Queensland
Date Reviewed	March 2026

Purpose

The purpose of the Warranty Claims Coordinator is to take ownership and accountability for the planning, coordination, and execution of warranty projects and in-field activities. This role ensures that all warranty-related work is managed efficiently from initiation through to completion.

The Warranty Claims Coordinator oversees homeowner and builder (customer) satisfaction, project planning resource allocation, and overall project execution to ensure warranty claims and service projects are completed on time, within scope, in alignment with company standards and customer expectations. The role serves as a key liaison between customers, internal teams, and field technicians to ensure consistent communication, quality outcomes, and continuous improvement within the warranty process.

Key Position Accountabilities

Warranty & Customer Management

- Act as the key point of contact for customers and intermediaries across the end-to-end claims journey.
- Manage all phone and email communications in a professional and timely manner
- Assess and determine warranty claim eligibility in accordance with contract terms, warranty policy, installation guidelines and QA reports. Identifying whether issues relate to company workmanship, installer performance, or equipment manufacturer responsibility
- Triage and manage the warranty work pipeline within HubSpot and iAuditor to ensure timely review and progression of claims
- Liaising with Field Technicians to ensure appropriate works are carried out
- Where applicable and necessary engage and communicate with third party contractors to quote on and execute work on the business's behalf
- Balance customer expectations with business objectives by managing warranty outcomes within approved budgets, while maintaining positive customer relationships and delivering fair and practical resolutions
- Escalate customer issues and complaints to management as required
- Conduct status tracking and follow-ups with relevant stakeholders
- Update system case stages and workflow statuses to ensure accurate progress tracking
- Perform overdue case follow-ups to keep claims progressing
- Administer weekly performance dashboards and reporting
- Review and confirm closure pack completeness before finalising claims



Administration

- Manage warranty ticket intake and ensure all cases are logged accurately and completely in relevant systems
- Coordinate first response to warranty requests and ensure timely acknowledgement to customers and internal stakeholders
- Monitor workflow to ensure all documentation is completed accurately, in full, and distributed to the appropriate internal and external stakeholders
- Gather and compile supporting evidence required for warranty assessment and processing
- Ensure all relevant documentation and details are available to Quality, WH&S and Warranty Manager for warranty triage preparation
- Manage and prioritise the warranty queue to maintain workflow efficiency and service level targets
- Follow up on outstanding updates, documentation, or approvals required to progress warranty claims
- Provide administrative support for booking inspections, repairs, or technician visits related to warranty cases
- Update and maintain relevant systems with accurate customer, job, and warranty information including system stage progression
- Monitor overdue cases and conduct follow-ups to ensure timely resolution and closure
- Administer and maintain the weekly warranty dashboard and reporting metrics
- Ensure closure packs are complete with all required documentation before finalising warranty cases
- Monitor and oversee the servicing and maintenance of company-provided vehicles and equipment used by Field Technicians
- Support with travel bookings and management for Field Technicians in line with the companies Travel & Entertainment policy
- Ensure every case has a status, owner, next action date and required supporting documentation.

Plungie Citizenship

- Take responsibility for the health and safety of ourselves and others when carrying out duties including the safe operation of vehicles
- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to individual rights and differences.
- Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation, or illness.
- Use company technical and physical resources properly, responsibly, and for legitimate purposes only.
- Complete all duties as required of this position within the scope and level of this position.
- Other duties as directed by the COO and CEO

Position Requirements – Qualifications

- Valid open Australian driver's license

Position Requirements – Experience and Knowledge

- Previous experience in a similar customer service focused role, preferably within the residential pool, insurance, or related industry (essential).
- Computer literacy (MS Office Suite, HubSpot, iAuditor, Smart Sheets)
- Effective communication and interpersonal skills
- Demonstrated knowledge of construction and manufacturing processes and operational procedures
- Ability to manage conflicting priorities and multitask
- Ability to work as part of a team and autonomously
- Prior understanding of warranty & service principles, practices, and procedures

Position Requirements - Competencies

- Teamwork – Shares knowledge, experience, and information; supports others in the pursuit of team goals.
- Stakeholder coordination – Provides people with a clear sense of direction, inspires and keeps everyone engaged with the objectives.
- Initiative and responsibility – Acts on own initiative, makes things happen, and accepts responsibility for the results. Results focus – Focuses on delivering results, identifies potential risks, and monitors targets being achieved.
- Planning and organising – Plans ahead, defines clear priorities and allocate resources effectively.
- Analysis and problem-solving – Quickly understand and analyses complex issues; produces rational, practical solutions
- Influence – Makes an impact; convinces and persuades others; promotes plans and ideas successfully.
- Professional integrity – Focused on the quality of detail, follows company procedures, rules, and regulations, with commitment to achieve results.

Special Requirements and Working Conditions

- The role involves local travel.
- Role is required to attend construction sites



Cultural Framework

PURPOSE – We make homes fun.... faster & easier

MISSION – We are collaborative partners in new home pools

VISION - We see a world where Plungie is an accessible focal point for every home

VALUES & CULTURE

Plungie employees share a set of core values – Simplicity, Agility, Courage, Understanding, Authenticity, and Togetherness.

Simplicity

Reducing complexity

Agility

Ability to adapt and respond

Courage

The guts to act

Understanding

Curious to know more

Authenticity

Genuine and reliable

Togetherness

Interacting for the better