

# Warranty Specialist

2302

Conyers (Controls & Adm)-LL011

Admtr-Post Sales-SL4034

## JOB DESCRIPTION

Acuity Brands is hiring a Technical Warranty & Claims Specialist near the Atlanta area in Conyers, GA. This position is the initial contact for customers & agencies regarding product issues that arise after the shipment of Acuity Brands' products/systems/solutions. The successful candidate will ensure these issues are resolved timely and effectively for the customer directly (when possible) and indirectly (by involving others in the company as appropriate) while maintaining effective communication with the customer.

This position is first and foremost a key service element of Acuity, with emphasis on customer satisfaction, responsiveness, fiscal responsibility and commercial sensitivity.

### Education/Experience

- Bachelor's Degree or Equivalent
- At least 2 years' applicable experience

### Required Experience

- Experience interacting with customers, especially via phone and email. Demonstrated ability to effectively communicate internally and externally in both written and oral form.
- Candidates must have good interpersonal skills, strong problem solving capabilities and the ability to negotiate effectively.
- Must be a fast learner with technical aptitude, bias for action and a proven track record of completing tasks within deadlines
- Proficiency in Excel, Word, PowerPoint and other software programs; able to effectively operate on computers through these programs as well as email

### Preferred Experience

- Lighting, Electrical, Electronics and/or Controls experience
- Experience working in a 'lean' environment with a focus on continuous improvement
- Good understanding of line and low voltage electricity and wiring

### Primary Job Duties

- Provide initial contact for agencies and/or customers regarding product issues that arise after shipment of Acuity Brands' products/systems/solutions.

- Document customer issues and close-out issues to customers' satisfaction.
- Investigate and affect resolution of agent/customer issues where individual's capability and process guidelines provide for close-out of the issue to the customer's satisfaction.
- Investigate, facilitate and engage subject matter experts in resolving agent/customer issues when scope, cost and/or technical aspects require.
- Document product issues and/or field complaints and engage plant management when appropriate to implement corrective actions for prevention of future occurrences.
- Assist in the development of processes and electronic information to develop troubleshooting and problem solving guides, communication and information sharing procedures, historical product/application problem fixes.
- Document field labor claims and replacement fixture/parts data in the toolset. Facilitate negotiation within guidelines/delegation of authority and initiate customer payment process for approved field repair work.
- Utilize ABS/Lean tools to improve processes/communication/resolutions for Acuity Brands products/systems/solutions that results in reduction of quality costs and improved customer satisfaction.

#### Physical Requirements

- Must be able to lift up to 50 lbs., efficiently identify and handle objects, and stand for extended periods of time.

#### About Acuity Brands Lighting:

Acuity Brands, Inc. is a North American market leader and one of the world's leading providers of lighting solutions for both indoor and outdoor applications. With fiscal year 2014 net sales of over \$2.4 billion, Acuity Brands employs approximately 7,000 associates and is headquartered in Atlanta, Georgia, with operations throughout North America, and in Europe and Asia.

Our innovative lighting solutions cover both conventional fixtures and advanced solid-state technology that can seamlessly integrate with powerful digital controls and daylighting to create greater energy efficiencies and a higher quality of light.

Our century of tradition, our current financial strength and our commitment to a sustainable future, ensure our ability to grow, innovate and further capture the rapidly growing market opportunities before us. - See more at: <http://www.acuitybrands.com/about-us#sthash.H9l2xRjV.dpuf>

#### REQUISITION NUMBER

2302